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# Customer Satisfaction Survey

Pilot Project: Charles Towne  
Landing State Historic Site

2002 CPM Research Project

Customer Satisfaction Survey  
Pilot Project: Charles Towne Landing State Historic Site

CPM Research Project Report

by  
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26 March 2002

*A Very Professional Job.*





## **Problem Statement:**

The South Carolina Department of Parks, Recreation and Tourism proactively seeks to establish an internal process to measure and report external customer satisfaction and loyalty on an on-going basis, in compliance with Malcolm Baldrige criteria. This process should identify agency customers and their needs; provide strategic direction in winning and retaining customers; and measure customer satisfaction and loyalty trends over time, and in comparison to established competition.

In 2001, the format of the annual Agency Accountability Report was adjusted to track with the Malcolm Baldrige National Quality Award criteria. Customer satisfaction is a significant part of the Baldrige system particularly in the areas of Customer and Market Focus, Information and Analysis, Process Management, and Business Results. The South Carolina Department of Parks, Recreation and Tourism had already begun a Strategic Planning process, which is another critical component of the Baldrige criteria and this plan helped to focus the agency's vision and mission.

Unfortunately, as the agency moved through these processes, it became clear the South Carolina Department of Parks, Recreation and Tourism had no uniform process for identifying customers, much less measuring their satisfaction. Charles Towne Landing State Historic Site, a park in transition, was selected to be the pilot Customer Satisfaction survey project.

Charles Towne Landing State Historic Site was purchased in 1968 for the celebration of the state's Tricentennial celebration. As the site of the first permanent European settlement in the Carolinas, the land was well suited for this task. As one of three Tricentennial Exposition sites (others were in Columbia and Greenville), "modern" architectural facilities, a natural habitat zoo and a reproduction 17<sup>th</sup> Century sailing vessel were utilized in various forms to tell the story of

Carolina in its first 100 years. In 1971, with the closing of the exposition, the site was transferred to the South Carolina Department of Parks, Recreation, and Tourism and eventually became a part of the South Carolina State Park Service. In 1999, as a part of the service's *New Vision for the 21<sup>st</sup> Century* the site is experiencing a rebirth based upon the historical, cultural and natural resources.

According to author Mel Conway, the "benefits of measuring customer satisfaction can include the following:

- Improved business value (profit, return-on-investment, and business share).
- Enhanced competitive position.
- Improved brand and organization loyalty.
- Earlier warning of revenue and profit downturn.
- Improved marketing strategy.

Only recently, have organizations acknowledged the corresponding value of measuring customer loyalty or retention. It is no longer sufficient to concentrate solely on customer satisfaction; the next step in the evolutionary pursuit of quality is attention to customers' loyalty. Fundamental to that pursuit is its measurement. Organizations acknowledge this need for change, and some have restructured themselves in direct response to customer demands, trying to sustain loyalty against competitive threats.

Why concentrate on measuring customer loyalty as well as satisfaction? The reasons are multiple:

- The cost of attracting a new customer far exceeds the cost of retaining an existing one. Some authorities put it as high as 200:1.



- High levels of customer satisfaction and high customer retention rates are strongly and positively correlated, and both are related to profitability.
- Raising customer retention rates by even a modest amount (for example, five percentage points) can increase the value of an average customer between 30 and 125 percent.
- Loyal customers are often less price-sensitive. That is, they will pay a premium for goods and services.
- Loyal customers not only repurchase more and more often, but they also are more likely to recommend a company to their friends and colleagues. This often results in increased revenue and profits.”

Furthermore, according to Customer Surveys for Agency Managers: What Managers Need to Know, “Customer surveys are used to obtain representative feedback from an agency’s customers.

- They can provide finds that represent the views and conditions of the whole population served; and
- They can provide key information that cannot be obtained from other sources. These include customer ratings of services, citizen opinions on relevant public issues, and changes in their condition that customers perceive after they have completed a service.

The information obtained from surveys can be used for a variety of purposes:

- Assessing customers’ views about the quality and effects of agency services;
- Estimating the type and magnitude of needs of various populations within the customer base for various types of services;

- Assessing customer awareness of specific policies and services of the agency;
- Measuring whether the changes in service delivery have produced the desired results;
- Obtaining citizen opinions and preferences regarding specific issues, programs, policies, and priorities;
- Giving citizens and businesses a voice. Although surveys do not afford face-to-face communication, they give citizens and business a change to communicate with agency managers;
- Balancing the voices of special interest constituents (who are most like to write, call, or come to meetings) with viewpoints more representative of the public, or customer group, at large;
- Adding credibility to agency decisions by enabling agency officials to report that customers (citizens) have provided input to the decisions.

Customer surveys can be used for five major purposes:

1. To estimate the type and magnitude of customer needs;
2. To assess the qualities and effects of agency services;
3. To assess customer awareness of agency policies and services.
4. To obtain customer opinions and preferences regarding specific issues, programs, policies, and priorities; and
5. To assess whether service changes have produced desired results.”

The South Carolina Department of Parks, Recreation, & Tourism’s vision statement is:

“Shaping and sharing a better South Carolina”



The mission statement is:

“PRT encourages people to discover South Carolina through our parks, recreation, and tourism resources in order to improve the well-being of our citizens, while sustaining our cultural and natural resources for future generations.”

In the annual goals and objectives for Charles Towne Landing State Historic Site, Customer Focus (programs and services) was identified as the second goal. The objectives identified are:

- o Communicate role as stewards of the site.
- o Meet or exceed visitor's expectations by providing quality services in every instance of contact.
- o Improve and increase educational offerings, both passive and active.
- o Determine the long-term direction of educational activities.
- o Pursue the research and development of educational materials related to site development.
- o Continue to develop and market *Discover Carolina* programs.

Customer Focus is also at the heart of their third goal, which pertains to facility development:

- o Improve the cleanliness and visual appeal of facilities
- o Maintain all facilities to State Park Service standards to provide the level of service expected by the public.
- o Improve the cleanliness and traversability of trails to include ADA accessibility in appropriate areas.

Clearly, customers are the focus of this agency. By identifying the people with whom we do business, what they value, and how they conduct business, we will better understand how they

make purchase decisions. These decisions are a reflection of what they value. Once we understand this, we will be better prepared to market: not to change consumer behaviors through marketing, but to respond to those dimensions, which are important to them. In other words, it is paramount that we understand our customers and how they function.

By the end of FY 02-03, the Charles Towne Landing State Historic Site pilot project will establish a baseline measurement of customer satisfaction among current users. Ultimately, this survey will allow management to demonstrate improvement trends in customer satisfaction, as well as to identify trends in declining customer dissatisfaction.

A long term benefit to gathering Customer Satisfaction data will be 1) create a series of standardized Customer Satisfaction models that can be used throughout SCPRT, in order to 2) report external customer satisfaction of the agency's programs in compliance with Malcolm Baldrige Categories: 3-Customer and Market Focus, and 7-Business results in the annual Accountability Report.

### **Data Collection:**

This project will be employing primary, applied research, which according to Business Research, will assist SCPRT in "solving specific problems by providing information which will facilitate an appropriate decision."

In Customer Survey's for Agency Managers, "Customer feed back on the quality and outcomes of public services can be obtained in a number of ways:

- Using anecdotal information gathered through casual listening to customers;
- Holding forums, discussion groups, and focus groups, in which customers are the participants;
- Collecting and analyzing data on customer complaints;



- Systematic, representative, surveys of customers.

For this project, data will be collected utilizing a survey instrument (appendix A) and randomly selected customers. The gate attendant distributed the survey at the main entrance. Drop boxes are located next to the main information kiosk in the plaza and near the exit road. A sign on the exit road reminds visitors to return their survey “ahead on left” as they are leaving the park. In compliance with Business Research, a pilot study to test the instrument was conducted the week of December 6, 2002. This test run allowed for an “analysis of a small sample of data, which will quickly reveal any glitches in methodology. These glitches can be fixed before proceeding with more extensive research. Once the methodology is checked for soundness, the database can be reliably expanded.”

The research section within the Marketing Office for SCPRT will process the data, which includes coding, data entry, tabulating, running cross-tabulations, and using appropriate statistical methods to identify relationships and statistical significance. They will also analyze the findings and report the results, indicating implications and, as appropriate provide recommendations for action.

The ultimate purpose is to help the agency improve services to customers. This pilot project (the scope of which exceeds the life of the CPM Research Project) is extremely important as it will allow the agency to obtain information about customer needs, particularly those needs that are not currently being met. The data gathered will provide information on the extent and type of needs of those persons currently being served. And managers will know how well agency services are being delivered and the extent to which those services are helping customers.

Business Research states, “findings should be checked by at least one additional research method. For example, a survey research approach might well be validated by personal

interviews.” Due to the timing of this project, secondary validation will not be completed in time for the CPM Research paper. This requirement, however, can be accomplished in spring, 2002.

The following operational definitions will be utilized throughout this project.

<b>Term</b>	<b>Operational Definition</b>
Accuracy	The extent to which findings reflect the total population of interest.
Confidence Interval	A range based on a sample that has a specified probability of including the exact value from the population.
Confidence Level	The probability that a population parameter falls within an interval computed from a sample.
Customer	A person or group of people who pay an admission fee to visit Charles Towne State Historic Site (excluding school groups).
Customer Loyalty	A person or group of people who are faithful to a specific product or brand.
Party	A group of people banded together to participate in a specific task or activity. Example: a family of four or five traveling in one car would constitute one party.
Population or Universe	All of the members of a well-defined group for whom the survey is attempting to obtain accurate data. Groups can be defined geographically or by other characteristics such as ethnicity or gender.
Precision	The amount of potential sampling error.
Sample	A subset of the population or universe. A simple random sample will be utilized.
Statistical Significance	Significance indicates the probability of sampling error is less than a pre-set level. The pre-set level is 100 minus the confidence level.



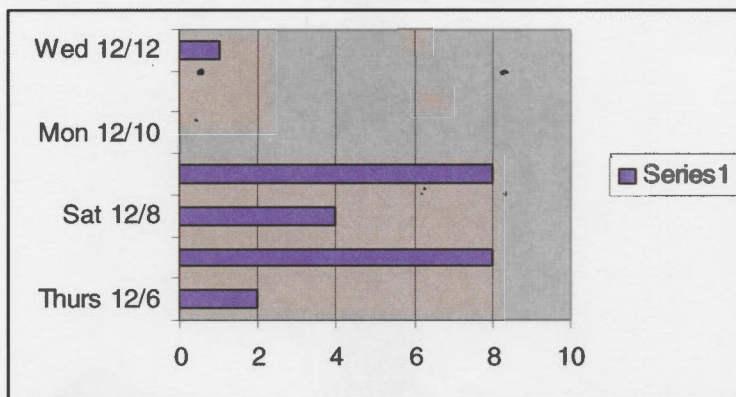
## **Data Analysis:**

**Initial Findings:** With a total of 48 State Parks it was clear from the first approval of the CPM research project that efforts would be focused on a generating a gap analysis in customer satisfaction. The purpose of this project was to gather information to make a recommendation to the South Carolina Department of Parks, Recreation & Tourism on instituting a permanent customer satisfaction measurement process.

The first instrument test was conducted at Charles Towne Landing State Historic Site. Surveys were distributed between December 6 through 12, 2001. The response data was insufficient, therefore, a second modified survey was tested March 13 through 19, 2002.

## **First Test Results:**

A total of 26 surveys were collected from a total visitation of 474 parties (per vehicle) for a 3-4% rate of return. While this is a low rate of return, the total number of parties includes school children; these school groups were excluded from participating in the survey.



Receipt of valid data about customer satisfaction was not expected with this test. The test, however, did point out areas that required further examination. For example:

- In looking at the dates the survey was administered, more than half of the returned surveys were completed on two days, a Friday and a Sunday.

- Why was that?
- Is it because these are very busy days?
- Were more surveys handed out those days?
- Was the Park Manager personally handing out surveys those days, and possibly communicating their importance better than another staff person?

**Recommendation: The process of distributing surveys needs to be evaluated and better managed so that all days of the week are proportionately represented and no external factors such as a different presentation of the survey to visitors is skewing the results.**

- On the zip code table, two answers were misreported.
  - Why was that?
  - Interesting to note there were some out-of-state visitors.
- A ten-year old filled out one of the surveys.
  - Should surveys filled out by children be used?
  - If so, after what age.
- All of the respondents were white.
  - Was that due to the days the survey was distributed?
  - Did non-white people dislike the survey and decline to participate?

**Recommendation: In the final methodology, insure sampling process and survey tool do not exclude segments we need to measure.**

- A few respondents were dissatisfied with the park's programs and activities.
  - Why?

**Recommendation: Add a comments section.**

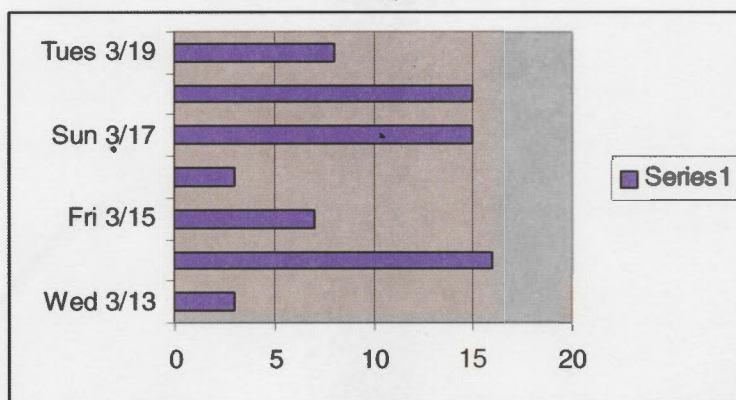
**Recommendation: Remove the questions regarding well-maintained or clean grounds from the survey.**

From a respondents view, it is difficult to tell the difference between these two questions. The questions are vague because they can be interpreted to include everything from bathrooms to parking lots. A visitor will always want park facilities to be as clean and as well maintained as possible. Secondly, if the park staff works hard to keep everything clean and well maintained, people will always respond they are satisfied.

**Recommendation: Remove the question regarding the beauty of the landscape.**

### **Second Test Results:**

The instrument was redesigned and distributed to 1066 parties between March 13 and 19, 2002. A higher percentage of surveys (7%) were returned (70 over a seven-day period) vs. the first test. This collection rate would provide a good sample if we can eliminate bias from the sampling methodology.



Approximately two-thirds of the surveys returned were completed on March 14 (Thursday), March 17 (Sunday), and March 18 (Monday). The survey was started on a Wednesday and ended on a Tuesday, which implies the return rate is a function of the particular staff members



handing out the surveys on certain days vs. a consistent distribution system. This was also a problem identified during the first instrument test in December. It is critical to the success of this program that the sampling method be consistent from day to day.

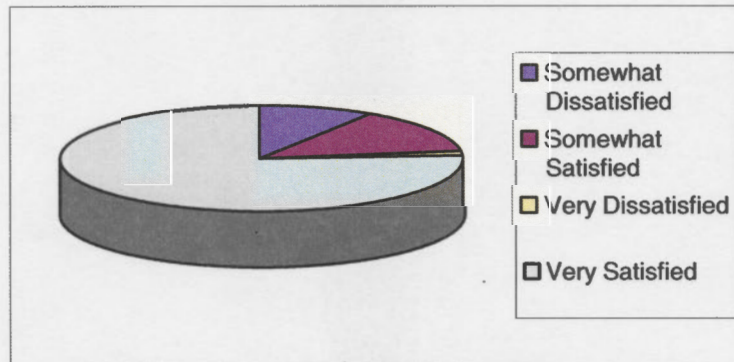
**Recommendation: The process of distributing surveys needs to be better managed by the State Park Service so that all days of the week are proportionately represented and no external factors such as a different presentation of the survey to visitors is skewing the results.**

Nearly one-third of the respondents were from out-of-state. Since this is a test, we can not conclude that a third of CTL's visiting parties were from out-of-state, however, it is a good indicator that the park does attract a good number of non-South Carolinian visitors.

It is also interesting to note that 85% of the surveys that were returned were filled out by women. It is unclear if women are more likely to fill out the surveys or if gender-heavy return rate biases the reporting. On a positive note, the changes implemented in the survey did result in adults-only participating in the survey.

Demographically, there is nothing surprising about the visiting parties and households that were surveyed, with one exception. Virtually every respondent was white. Are minorities not visiting the park, are they opting not to complete the survey, or are they coming at times when the surveys are not being distributed?

**Recommendation: Implement a schedule of face-to-face interviews with minority park visitors.**



Most of the people who filled out a survey said they would be either 'likely' or 'very likely' to recommend CTL to a friend. Most of the response to the customer satisfaction questions were very positive with people answering they were either 'somewhat' or 'very satisfied.' Once again, we can not determine if people who are more favorable to the park are likely to return a survey or not, but the results seem to reflect that CTL is doing a good job. There were a few answers of 'somewhat dissatisfied,' 'very dissatisfied,' and 'don't know' thrown in, which indicates people took the survey seriously. Another indicator that park visitors were supportive of the survey was the number of written comments (also a recommendation implemented after the first instrument test). In some cases, however, the notes they wrote seemed to contradict what they put in the survey.

**Recommendation: The Research staff should carefully examine these comments and their relationship to the ratings for possible insight into the response process.**

A large portion of the respondents did not visit the theatre. This could be due to a bias in the sampling process or it could mean that a smaller portion of visitors elect to go to the theatre. Of those visitors that did go to the theatre gave it marks from the full range of satisfaction choices, another positive indicator that people are taking the survey seriously.

Another modification to the survey instrument was the inquiry as to the primary purpose for the visit. It is interesting to note the least selected option was 'educational opportunities.' It is

far to early to draw any conclusions, however, it will be interesting to observe a year from now whether people don't perceive CTL as educational, whether they are doing educational activities as a by-product of the main motivation for visiting, or whether it means they are consciously electing not to participate in the various educational activities at CTL.

**Supporting Data:**

In searching for some comparative or baseline data from other sources, we found the "South Carolina State Survey – Spring 2001" from the Institute of Public Affairs (appendix). This report contained data pertaining to satisfaction with State Parks.

Respondents were asked whether or not they had visited a South Carolina State Park in the last twelve months, what park(s) they had visited, their reasons for visiting a state park, how satisfied they were with their visit, and – if they had not visited a state park – the reason(s) for not doing so.

The satisfaction scale from this survey was incorporated into the second customer satisfaction instrument for CTL in order to provide consistency for comparative purposes.

**Recommendation:** SCPRT should continue to participate in the "South Carolina State Survey " in partnership with the Institute of Public Affairs in order to collect trend data on customer satisfaction on state parks in general.



### Operational and Logistical Considerations:

All employees at Charles Towne Landing State Historic Site were briefed on the survey and authorized to assist a visitor should a question arise. The information was provided during the Monday Manager's meeting, section meetings, and at the Thursday Employee meeting. The only direct contact employees have with visitors, regarding the survey, is at the gate. No employee is permitted to proactively approach a visitor in reference to the survey.

The total cost of survey-related infrastructure and construction totaled \$90.00.

### Implementation Plan:

#### **Recommendations:**

- 1. Beginning July 1 FY 02-03 utilize the survey process developed in the CTL pilot project to survey one state park annually in each category of special resource, regional, outdoor recreation, and traditional.**

In other words, survey a minimum of four state parks annually, one from each category, with the ultimate goal of placing each park into a five-year rotation survey schedule. This timeframe will allow the parks selected to participate in the first annual project to put into place survey related internal infrastructure and training for park staff.

- a. Conduct an on-site training session for each participating park.
- b. Each park will be given the responsibility to survey its own customers.
- c. Each park will be required to use the standardized survey instrument with approved questions pertaining to specific park functions.
- d. Each park will be required to use a standardized distribution/collection model.
- e. Park Managers to return the surveys to the Research section within the Marketing Office (Central Office) via Interagency Mail the first week each new quarter.

- i. Operations dollars must be allocated by the Marketing Office for data entry service.
- f. Research will enter survey responses into an Excel spreadsheet with a standardized format.
- g. Research will provide quarterly analysis and recommendations to State Park Service leadership and participating Park Managers.
- h. Research will provide annual analysis to the office of Organizational Development and Accountability.

**2. In FY 03-04 approved customer satisfaction model becomes standard operating procedure for State Park Service.**

**Evaluation Method:**

In order to evaluate the effectiveness of this proposed customer satisfaction model, it is recommended that a quarterly meeting be scheduled in order to review the process. This will provide Park Managers and Research staff with a forum to discuss problem areas and possible resolution.

The Customer Satisfaction model will continue to employ primary, applied research, with occasional face-to-face interviews on site in select parks, specifically if low minority response continues.

The Research staff within the Marketing Office of the South Carolina Department of Parks, Recreation & Tourism will continue to monitor and measure results of the customer satisfaction surveys. Quarterly progress reports and recommendations will be provided to participating Park Managers and to the senior leadership within the State Park Service. In addition, the information will be incorporated into the agency's annual Accountability Report.



State Park Service  
Customer Satisfaction Survey  
Collection Schedule

[illegible]



State Park Service  
Customer Satisfaction Survey  
Collection Schedule

[illegible]

State Park Service  
Customer Satisfaction Survey  
Collection Schedule by Park

[illegible]



State Park Service  
Customer Satisfaction Survey  
Collection Schedule by Park

[illegible]



date of visit

12:55 Friday, January 25, 2002

## The FREQ Procedure

date	Frequency	Percent	Cumulative Frequency	Cumulative Percent
08/29/2001	1	4.17	1	4.17
12/06/2001	2	8.33	3	12.50
12/07/2001	8	33.33	11	45.83
12/08/2001	4	16.67	15	62.50
12/09/2001	8	33.33	23	95.83
12/12/2001	1	4.17	24	100.00

Frequency Missing = 3

time of visit

12:55 Friday, January 25, 2002

## The FREQ Procedure

time	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1/0/1900	21	100.00	21	100.00

Frequency Missing = 6

## The FREQ Procedure

homezip	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1462	1	3.70	1	3.70
7416	1	3.70	2	7.41
28212	1	3.70	3	11.11
28269	1	3.70	4	14.81
28605	1	3.70	5	18.52
29401	1	3.70	6	22.22
29407	11	40.74	17	62.96
29414	2	7.41	19	70.37
29418	1	3.70	20	74.07
29445	1	3.70	21	77.78
29461	1	3.70	22	81.48
29464	1	3.70	23	85.19
29483	1	3.70	24	88.89
29485	1	3.70	25	92.59
29651	1	3.70	26	96.30
29732	1	3.70	27	100.00



12:55 Friday, January 25, 2002

The FREQ Procedure

vis2154	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	7	25.93	7	25.93
1	6	22.22	13	48.15
2	12	44.44	25	92.59
3	2	7.41	27	100.00

## The FREQ Procedure

vis55_	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	20	74.07	20	74.07
1	2	7.41	22	81.48
2	5	18.52	27	100.00

12:55 Friday, January 25, 2002

The FREQ Procedure

vis1318	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	21	77.78	21	77.78
1	2	7.41	23	85.19
2	1	3.70	24	88.89
3	3	11.11	27	100.00



## The FREQ Procedure

vis12_	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	18	66.67	18	66.67
1	8	29.63	26	96.30
2	1	3.70	27	100.00

Gender of person filling out survey

12:55 Friday, January 25, 2002

## The FREQ Procedure

gender	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Female	13	50.00	13	50.00
Male	13	50.00	26	100.00

Frequency Missing = 1

## The FREQ Procedure

age	Frequency	Percent	Cumulative Frequency	Cumulative Percent
10	2	7.41	2	7.41
23	1	3.70	3	11.11
26	1	3.70	4	14.81
29	1	3.70	5	18.52
31	1	3.70	6	22.22
32	2	7.41	8	29.63
33	3	11.11	11	40.74
35	1	3.70	12	44.44
40	1	3.70	13	48.15
42	1	3.70	14	51.85
44	1	3.70	15	55.56
47	1	3.70	16	59.26
52	1	3.70	17	62.96
53	2	7.41	19	70.37
54	1	3.70	20	74.07
55	1	3.70	21	77.78
59	1	3.70	22	81.48
63	1	3.70	23	85.19
65	1	3.70	24	88.89
68	1	3.70	25	92.59
75	1	3.70	26	96.30
81	1	3.70	27	100.00



## The FREQ Procedure

ethnic	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Caucasian/White	23	100.00	23	100.00

Frequency Missing = 4

The FREQ Procedure

HH12_	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	15	55.56	15	55.56
1	10	37.04	25	92.59
2	1	3.70	26	96.30
3	1	3.70	27	100.00

The FREQ Procedure

HH1318	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	18	66.67	18	66.67
1	6	22.22	24	88.89
2	3	11.11	27	100.00



The FREQ Procedure

HH1935	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	15	55.56	15	55.56
1	8	29.63	23	85.19
2	4	14.81	27	100.00

3 of people in your household between the ages of 36 and 55

12:55 Friday, January 25, 2002

## The FREQ Procedure

HH3655	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	13	48.15	13	48.15
1	7	25.93	20	74.07
2	7	25.93	27	100.00

# of people in your household between the ages of 56 and 65

12:55 Friday, January 25, 2002

## The FREQ Procedure

HH5665	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	23	85.19	23	85.19
1	3	11.11	26	96.30
2	1	3.70	27	100.00



12:55 Friday, January 25, 2002

The FREQ Procedure

HH66_	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	20	74.07	20	74.07
1	4	14.81	24	88.89
2	3	11.11	27	100.00

# of times you visited an SC state park in the last 12 months

12:55 Friday, January 25, 2002

## The FREQ Procedure

visPark	Frequency	Percent	Cumulative Frequency	Cumulative Percent
3 to 5 times	4	14.81	4	14.81
More than 10	9	33.33	13	48.15
Never	4	14.81	17	62.96
Once or twice	10	37.04	27	100.00

12:55 Friday, January 25, 2002

The FREQ Procedure

visChar	Frequency	Percent	Cumulative Frequency	Cumulative Percent
6 to 10 times	1	3.70	1	3.70
More than 10	12	44.44	13	48.15
Never	10	37.04	23	85.19
Once or twice	4	14.81	27	100.00



12:55 Friday, January 25, 2002

The FREQ Procedure

recomm	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Likely	9	33.33	9	33.33
Not likely	1	3.70	10	37.04
Not very likely	1	3.70	11	40.74
Very likely	16	59.26	27	100.00

Directional signage to historic site

12:55 Friday, January 25, 2002

## The FREQ Procedure

signto	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Dissatisfied	1	4.00	1	4.00
Neither Satisfied or Dissatisfied	2	8.00	3	12.00
Satisfied	6	24.00	9	36.00
Very Satisfied	16	64.00	25	100.00

Frequency Missing = 2

## The FREQ Procedure

easy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Neither Satisfied or Dissatisfied	1	4.00	1	4.00
Satisfied	7	28.00	8	32.00
Very Satisfied	17	68.00	25	100.00

Frequency Missing = 2



The FREQ Procedure

afford	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Dissatisfied	1	4.00	1	4.00
Neither Satisfied or Dissatisfied	1	4.00	2	8.00
Satisfied	5	20.00	7	28.00
Very Satisfied	18	72.00	25	100.00

Frequency Missing = 2

open at good times

12:55 Friday, January 25, 2002

## The FREQ Procedure

opentime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Dissatisfied	1	4.00	1	4.00
Neither Satisfied or Dissatisfied	1	4.00	2	8.00
Satisfied	6	24.00	8	32.00
Very Dissatisfied	1	4.00	9	36.00
Very Satisfied	16	64.00	25	100.00

Frequency Missing = 2

clean grounds

12:55 Friday, January 25, 2002

## The FREQ Procedure

cleangro	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Satisfied	5	19.23	5	19.23
Very Satisfied	21	80.77	26	100.00

Frequency Missing = 1



## The FREQ Procedure

maintgro	Frequency	Percent	Cumulative	Cumulative
			Frequency	Percent
Satisfied	7	28.00	7	28.00
Very Satisfied	18	72.00	25	100.00

Frequency Missing = 2

## The FREQ Procedure

beauty	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Satisfied	5	20.00	5	20.00
Very Satisfied	20	80.00	25	100.00

Frequency Missing = 2

The FREQ Procedure

cnfac	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Neither Satisfied or Dissatisfied	1	4.00	1	4.00
Satisfied	7	28.00	8	32.00
Very Satisfied	17	68.00	25	100.00

Frequency Missing = 2

## The FREQ Procedure

maintfac	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Satisfied	6	24.00	6	24.00
Very Satisfied	19	76.00	25	100.00

Frequency Missing = 2



12:55 Friday, January 25, 2002

The FREQ Procedure

signin	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Dissatisfied	1	3.85	1	3.85
Neither Satisfied or Dissatisfied	3	11.54	4	15.38
Satisfied	6	23.08	10	38.46
Very Satisfied	16	61.54	26	100.00

Frequency Missing = 1

## The FREQ Procedure

activity	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Dissatisfied	1	4.17	1	4.17
Neither Satisfied or Dissatisfied	4	16.67	5	20.83
Satisfied	5	20.83	10	41.67
Very Satisfied	14	58.33	24	100.00

Frequency Missing = 3

The FREQ Procedure

program	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Dissatisfied	2	8.33	2	8.33
Neither Satisfied or Dissatisfied	3	12.50	5	20.83
Satisfied	3	12.50	8	33.33
Very Satisfied	16	66.67	24	100.00

Frequency Missing = 3

The FREQ Procedure

pa. staff	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Neither Satisfied or Dissatisfied	3	12.00	3	12.00
Satisfied	3	12.00	6	24.00
Very Satisfied	19	76.00	25	100.00

Frequency Missing = 2



## The FREQ Procedure

parkexp	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Dissatisfied	1	4.00	1	4.00
Satisfied	7	28.00	8	32.00
Very Satisfied	17	68.00	25	100.00

Frequency Missing = 2

The FREQ Procedure

cleanres	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Neither Satisfied or Dissatisfied	2	16.67	2	16.67
Satisfied	2	16.67	4	33.33
Very Satisfied	8	66.67	12	100.00

Frequency Missing = 15

## The FREQ Procedure

menu	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Neither Satisfied or Dissatisfied	2	16.67	2	16.67
Satisfied	2	16.67	4	33.33
Very Satisfied	8	66.67	12	100.00

Frequency Missing = 15

The FREQ Procedure

prices	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Neither Satisfied or Dissatisfied	2	16.67	2	16.67
Satisfied	3	25.00	5	41.67
Very Satisfied	7	58.33	12	100.00

Frequency Missing = 15



The FREQ Procedure

rescstaf	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Neither Satisfied or Dissatisfied	1	8.33	1	8.33
Satisfied	4	33.33	5	41.67
Very Satisfied	7	58.33	12	100.00

Frequency Missing = 15

## The FREQ Procedure

restexp	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Neither Satisfied or Dissatisfied	2	16.67	2	16.67
Satisfied	3	25.00	5	41.67
Very Satisfied	7	58.33	12	100.00

Frequency Missing = 15

# 1

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 8/29/01 2pm
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 2 Adults (21 to 54)        Adults (55 and over)  
3 Children (13 to 18)        Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 10
6. Ethnic background of household:
- ☐ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?
- 3 Ages 12 and under        Ages 13 to 18        Ages 19 to 35  
1 Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

<input type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Cleanliness	✓				
Menu selections	✓				
Prices	✓				
Restaurant staff	✓				
Overall restaurant experience	✓				



# 2

# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

## SECTION I:

1. Date and time of visit: 12/9/01
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: \_\_\_\_\_ Adults (21 to 54) 1 Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 63
6. Ethnic background of household:
- ☐ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?
- 1 Ages 12 and under 1 Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
1 Ages 36 to 55 1 Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input type="checkbox"/> Did Not Visit Restaurant	✓				
Cleanliness	✓				
Menu selections	✓				
Prices	✓				
Restaurant staff	✓				
Overall restaurant experience	✓				



# 3

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12/9/01 2PM
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 2 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
3 Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 53
6. Ethnic background of household:
- ☐ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?
- 1 Ages 12 and under 1 Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input type="checkbox"/> Did Not Visit Restaurant					
Cleanliness	✓				
Menu selections	✓				
Prices	✓				
Restaurant staff	✓				
Overall restaurant experience	✓				



# 4

# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

## SECTION I:

1. Date and time of visit: 12/4/01 2 PM
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 2 Adults (21 to 54)        Adults (55 and over)  
3 Children (13 to 18)        Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 10
6. Ethnic background of household:
- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Caucasian/White | <input type="checkbox"/> African-American | <input type="checkbox"/> Asian/Pacific Islander |
| <input type="checkbox"/> Hispanic                   | <input type="checkbox"/> Native American  | <input type="checkbox"/> Other <u>      </u>    |
7. How many people live in your household?
- |                            |                             |                                |
|----------------------------|-----------------------------|--------------------------------|
| <u>1</u> Ages 12 and under | <u>1</u> Ages 13 to 18      | <u>      </u> Ages 19 to 35    |
| <u>2</u> Ages 36 to 55     | <u>      </u> Ages 56 to 65 | <u>      </u> Ages 66 and over |
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input type="checkbox"/> Did Not Visit Restaurant					
Cleanliness	✓				
Menu selections	✓				
Prices	✓				
Restaurant staff	✓				
Overall restaurant experience	✓				



\* Dear Mr. Ron Fisher - please review this and #5  
Call us back at 571-4310 between 8am and 10am  
mwf

## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

Thanks,  
The Donans

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: Weekly 2001
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 2 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) 2 Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☒ Female
5. Age of person filling out the survey: 40
6. Ethnic background of household:  
☐ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☐ Likely ☐ Neither likely or not likely ☒ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site					
Easy to get to historic site					
Affordable					
Open at good times					
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds		✓			
Well-maintained grounds		✓			
Beauty of landscape and plantings		✓			
Clean facilities		Restrooms not always open			
Well-maintained facilities					
Directional signage inside historic site		✓			
Variety of activities		Nothing for children - we want the swings back! Increase your Insur.			
Variety of programs & presentations		* do something with that interpretive center - once to have them			
Park staff		- strictly obeys their superiors that's underground! keep the movie theatre!			
Overall park visit		and repeats on the politically correct answers to my questions			
I have more events there - fun runs, games, promote a historical Chas day 1670 festival with madrigals					
In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?					
<input type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED and Spirituals Singers!
Cleanliness	Closed - when I'm there but it looks ready				
Menu selections					
Prices					
Restaurant staff	to open				
Overall restaurant experience					



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: Dec 9, 2001 1:00 - 4:00
2. Your Home Zip Code: 29418
3. Number of People Visiting Today: 2 Adults (21 to 54)        Adults (55 and over)  
       Children (13 to 18)        Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 23
6. Ethnic background of household:  
☒ Caucasian/White    ☐ African-American    ☐ Asian/Pacific Islander  
☐ Hispanic    ☐ Native American    ☐ Other
7. How many people live in your household?  
       Ages 12 and under    1 Ages 13 to 18    2 Ages 19 to 35  
       Ages 36 to 55           Ages 56 to 65           Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never    ☒ Once or twice    ☐ 3 to 5 times    ☐ 6 to 10 times    ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never    ☐ Once or twice    ☐ 3 to 5 times    ☐ 6 to 10 times    ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely    ☒ Likely    ☐ Neither likely or not likely    ☐ Not likely    ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site		✓			
Easy to get to historic site		✓			
Affordable		✓			
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds		✓			
Well-maintained grounds		✓			
Beauty of landscape and plantings		✓			
Clean facilities		✓			
Well-maintained facilities		✓			
Directional signage inside historic site			✓		
Variety of activities			✓		
Variety of programs & presentations				✓	
Park staff			✓		
Overall park visit		✓			
In general, how do you rate the <u>Restaurant</u> located in the Plaza Area of Charles Towne Landing State Historic Site?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input type="checkbox"/> Did Not Visit Restaurant * Would've preferred cups w/ lid & straw-even like water bottles					
Cleanliness			✓		
Menu selections			✓		
Prices			✓		
Restaurant staff			✓		
Overall restaurant experience			✓		

\* Not enough informative signage

\* Survey doesn't ask questions on where park could improve really

# 7

## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk, or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 12/12/01 10:00pm
2. Your Home Zip Code: 29605
3. Number of People Visiting Today: 2 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 33
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	/				
Easy to get to historic site	/				
Affordable	/				
Open at good times	/				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	/				
Well-maintained grounds					
Beauty of landscape and plantings					
Clean facilities					
Well-maintained facilities					
Directional signage inside historic site					
Variety of activities					
Variety of programs & presentations					
Park staff					
Overall park visit					
In general, how do you rate the <u>Restaurant</u> located in the Plaza Area of Charles Towne Landing State Historic Site?					
<input checked="" type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					



#8

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk, or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12/07/01 2:00 PM

2. Your Home Zip Code: 28212

3. Number of People Visiting Today: \_\_\_\_\_ Adults (21 to 54) 2 Adults (55 and over)

\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)

4. Gender of person filling out the survey: ☐ Male ☒ Female

5. Age of person filling out the survey: 55

6. Ethnic background of household:

☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_

7. How many people live in your household?

\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
1 Ages 36 to 55 1 Ages 56 to 65 \_\_\_\_\_ Ages 66 and over

8. In the past twelve months, how many times did you visit any South Carolina State Park?

☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10

9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?

☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10

10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?

☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site		✓	✓		
Easy to get to historic site		✓			
Affordable		✓			
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site		✓			
Variety of activities			✓		
Variety of programs & presentations			✓		
Park staff	✓				
Overall park visit		✓			
In general, how do you rate the <u>Restaurant</u> located in the Plaza Area of Charles Towne Landing State Historic Site?					
<input type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					

Note: Need to state the total distance of trails + from one point to the next so people can judge if they can walk it.

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk, or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12/7/01 9:30 am
2. Your Home Zip Code: 29407 + 06002
3. Number of People Visiting Today: 1 Adults (21 to 54)        Adults (55 and over)  
       Children (13 to 18)        Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 52
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
       Ages 12 and under        Ages 13 to 18 1 Ages 19 to 35  
2 Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times				✓ I wish it was open later in evening in summer	

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds		✓			
Beauty of landscape and plantings		✓			
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site		✓			
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input checked="" type="checkbox"/> Did Not Visit Restaurant					
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					

I'D LOVE TO SEE A RESTROOM NEAR THE BOAT & MIRRORS (EVEN METAL ONES)  
IN OUTLYING RESTROOMS  
TEAR DOWN THE "EYESORES" PLEASE.!! THE "MUSEUM" IS TERRIBLY UNATTRACTIVE.



# 10

## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk, or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 7 Dec 01
2. Your Home Zip Code: 29132
3. Number of People Visiting Today: 1 Adults (21 to 54)        Adults (55 and over)  
1 Children (13 to 18) 1 Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 42
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under 2 Ages 13 to 18 1 Ages 19 to 35  
2 Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site					
Affordable					
Open at good times					

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds					
Beauty of landscape and plantings					
Clean facilities					
Well-maintained facilities					
Directional signage inside historic site					
Variety of activities					
Variety of programs & presentations					
Park staff					
Overall park visit					

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input checked="" type="checkbox"/> Did Not Visit Restaurant					
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					



**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk, or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12/18/01 2:00 pm
2. Your Home Zip Code: 29401
3. Number of People Visiting Today: 2 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) 1 Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 44
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site			X		
Easy to get to historic site			X		
Affordable			X		
Open at good times			X		

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	X	X			
Well-maintained grounds					
Beauty of landscape and plantings					
Clean facilities					
Well-maintained facilities					
Directional signage inside historic site		X			
Variety of activities			X		
Variety of programs & presentations			X		
Park staff			X		
Overall park visit		X			

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input checked="" type="checkbox"/> Did Not Visit Restaurant					
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					

#12

## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk, or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 12-8-01 3:30 pm
2. Your Home Zip Code: 29445
3. Number of People Visiting Today: 2 Adults (21 to 54)        Adults (55 and over)  
2 Children (13 to 18) 1 Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 33
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
1 Ages 12 and under 2 Ages 13 to 18 1 Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	<input checked="" type="checkbox"/>				
Easy to get to historic site	<input checked="" type="checkbox"/>				
Affordable	<input checked="" type="checkbox"/>				
Open at good times	<input checked="" type="checkbox"/>				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	<input checked="" type="checkbox"/>				
Well-maintained grounds	<input checked="" type="checkbox"/>				
Beauty of landscape and plantings	<input checked="" type="checkbox"/>				
Clean facilities	<input checked="" type="checkbox"/>				
Well-maintained facilities	<input checked="" type="checkbox"/>				
Directional signage inside historic site	<input checked="" type="checkbox"/>				
Variety of activities	<input checked="" type="checkbox"/>				
Variety of programs & presentations	<input checked="" type="checkbox"/>				
Park staff	<input checked="" type="checkbox"/>				
Overall park visit	<input checked="" type="checkbox"/>				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input checked="" type="checkbox"/> Did Not Visit Restaurant					
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					



#13

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

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**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12/8/01 1030Am
2. Your Home Zip Code: 29461
3. Number of People Visiting Today: 1 Adults (21 to 54)        Adults (55 and over)  
1 Children (13 to 18)        Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 35
6. Ethnic background of household:
- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Caucasian/White | <input type="checkbox"/> African-American | <input type="checkbox"/> Asian/Pacific Islander |
| <input type="checkbox"/> Hispanic                   | <input type="checkbox"/> Native American  | <input type="checkbox"/> Other <u>      </u>    |
7. How many people live in your household?
- |                                 |                             |                                |
|---------------------------------|-----------------------------|--------------------------------|
| <u>      </u> Ages 12 and under | <u>      </u> Ages 13 to 18 | <u>1</u> Ages 19 to 35         |
| <u>      </u> Ages 36 to 55     | <u>      </u> Ages 56 to 65 | <u>      </u> Ages 66 and over |
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site				✓	
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓	✓			
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site				✓	
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input checked="" type="checkbox"/> Did Not Visit Restaurant					
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					



# 14

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk, or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12/8/01 2<sup>00</sup>
2. Your Home Zip Code: 29404
3. Number of People Visiting Today: 3 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) 1 Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 26
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
☒ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 ☒ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 ☒ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☒ Not very likely

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times					

✓ nothing is here anymore!  
what happened?

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities		✓			
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities				✓	
Variety of programs & presentations				✓	
Park staff			✓		
Overall park visit			✓	✓	

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

<input type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					

Closed too early!!

#15

**Thank you for your time and cooperation.**

1. Date and time of visit: 12-9-01 12 noon

2. Your Home Zip Code: 29414

3. Number of People Visiting Today: 2 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
 \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)

4. Gender of person filling out the survey: ☒ Male ☐ Female

5. Age of person filling out the survey: 53

6. Ethnic background of household:

☒ Caucasian/White      ☐ African-American      ☐ Asian/Pacific Islander  
☐ Hispanic      ☐ Native American      ☐ Other \_\_\_\_\_

7. How many people live in your household?

\_\_\_\_\_ Ages 12 and under      1 \_\_\_\_\_ Ages 13 to 18      \_\_\_\_\_ Ages 19 to 35  
2 \_\_\_\_\_ Ages 36 to 55      \_\_\_\_\_ Ages 56 to 65      \_\_\_\_\_ Ages 66 and over

8. In the past twelve months, how many times did you visit any South Carolina State Park?

☐ Never    ☐ Once or twice    ☐ 3 to 5 times    ☐ 6 to 10 times    ☒ More than 10

9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?

☐ Never    ☐ Once or twice    ☐ 3 to 5 times    ☐ 6 to 10 times    ☒ More than 10

10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?

☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site		X			
Easy to get to historic site		X			
Affordable	X (with Park passport)				
Open at good times	X				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	X				
Well-maintained grounds	X				
Beauty of landscape and plantings	X				
Clean facilities			X		
Well-maintained facilities		X			
Directional signage inside historic site			X		
Variety of activities	X				
Variety of programs & presentations	X				
Park staff		X			
Overall park visit		X			

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input checked="" type="checkbox"/> Did Not Visit Restaurant					
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					



# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

## SECTION I:

1. Date and time of visit: 12-9-01 12 noon
2. Your Home Zip Code: 29414
3. Number of People Visiting Today: 2 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 54
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under 1 Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site		X			
Easy to get to historic site		X			
Affordable		X (with state passport)			
Open at good times		X			

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	X				
Well-maintained grounds		X			
Beauty of landscape and plantings	X				
Clean facilities		X			
Well-maintained facilities		X			
Directional signage inside historic site			X		
Variety of activities		X			
Variety of programs & presentations		X			
Park staff		X			
Overall park visit		X			

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<del>X</del> Did Not Visit Restaurant					
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					

# 17

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12/9/01 2:00 - 5:00
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 2 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 29
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site		X			
Easy to get to historic site		X			
Affordable		X			
Open at good times		X			

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	X				
Well-maintained grounds	X				
Beauty of landscape and plantings	X				
Clean facilities	X				
Well-maintained facilities	X				
Directional signage inside historic site	X				
Variety of activities		X			
Variety of programs & presentations		X			
Park staff	X				
Overall park visit	X				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input checked="" type="checkbox"/> Did Not Visit Restaurant					
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					

# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

## SECTION I:

1. Date and time of visit: 7 DEC 2001
2. Your Home Zip Code: 29A07
3. Number of People Visiting Today: ~~1~~ Adults (21 to 54) ONE Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 68
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 ONE Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	X				
Easy to get to historic site	X				
Affordable	X				
Open at good times	X				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	X				
Well-maintained grounds	X				
Beauty of landscape and plantings	X				
Clean facilities	X				
Well-maintained facilities	X				
Directional signage inside historic site	X				
Variety of activities	X				
Variety of programs & presentations	X				
Park staff	X				
Overall park visit	X				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input type="checkbox"/> Did Not Visit Restaurant					
Cleanliness	X				
Menu selections	X				
Prices	X				
Restaurant staff	X				
Overall restaurant experience	X				



# 19

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12-7-01 10:30
2. Your Home Zip Code: 29483
3. Number of People Visiting Today: 1 Adults (21 to 54)        Adults (55 and over)  
       Children (13 to 18) 1 Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 32
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
2 Ages 12 and under        Ages 13 to 18 2 Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities		✓			
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input type="checkbox"/> Did Not Visit Restaurant					
Cleanliness	✓				
Menu selections	✓				
Prices		✓			
Restaurant staff		✓			
Overall restaurant experience		✓			

# 20

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12/1/01
2. Your Home Zip Code: 28209
3. Number of People Visiting Today: 3 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over) \_\_\_\_\_  
\_\_\_\_\_ Children (13 to 18) 1 Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 31
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site					
Easy to get to historic site					
Affordable					
Open at good times					

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds					
Well-maintained grounds					
Beauty of landscape and plantings					
Clean facilities					
Well-maintained facilities					
Directional signage inside historic site					
Variety of activities					
Variety of programs & presentations					
Park staff					
Overall park visit					

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

<input type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					

# 21

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12-7-01 1:30 - 3:00
2. Your Home Zip Code: 29485
3. Number of People Visiting Today: 2 Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) 1 Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 32
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under 2 Ages 13 to 18 1 Ages 19 to 35  
1 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 1 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				
In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input type="checkbox"/> Did Not Visit Restaurant					
Cleanliness		✓			
Menu selections		✓			
Prices		✓			
Restaurant staff		✓			
Overall restaurant experience		✓			



#22

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12/07/01 10:30 AM
2. Your Home Zip Code: 01462
3. Number of People Visiting Today: 2 Adults (21 to 54) 2 Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 59
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 2 Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

<input type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Cleanliness	✓				
Menu selections	✓				
Prices	✓				
Restaurant staff	✓				
Overall restaurant experience	✓				

# 23

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: Dec. 6, 2001 - 12:PM
2. Your Home Zip Code: 07410
3. Number of People Visiting Today: \_\_\_\_\_ Adults (21 to 54) 2 Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 65
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 2 Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				
In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?					
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input checked="" type="checkbox"/> Did Not Visit Restaurant					
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					

\* especially enjoyed House of Legare/Waring Tour. Carol made an interesting and personal tour for us. Would like to return -

# 24

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 11 AM
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: \_\_\_\_\_ Adults (21 to 54) 2 Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 81
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 2 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site		✓			
Easy to get to historic site		✓			
Affordable		✓			
Open at good times		✓			

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds		✗			
Well-maintained grounds		✗			
Beauty of landscape and plantings		✗			
Clean facilities		✗			
Well-maintained facilities		✗			
Directional signage inside historic site		✗			
Variety of activities			✗		
Variety of programs & presentations			✗		
Park staff	✗	✗			
Overall park visit		✗			

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

<input checked="" type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					



# 25

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 12-6-01 10:30-2
2. Your Home Zip Code: 29651
3. Number of People Visiting Today: 1 Adults (21 to 54)        Adults (55 and over)  
       Children (13 to 18) 1 Children (12 and under)
4. Gender of person filling out the survey: ☐ Male ☒ Female
5. Age of person filling out the survey: 33
6. Ethnic background of household:
- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Caucasian/White | <input type="checkbox"/> African-American | <input type="checkbox"/> Asian/Pacific Islander |
| <input type="checkbox"/> Hispanic                   | <input type="checkbox"/> Native American  | <input type="checkbox"/> Other <u>      </u>    |
7. How many people live in your household?
- |                            |                             |                                |
|----------------------------|-----------------------------|--------------------------------|
| <u>1</u> Ages 12 and under | <u>      </u> Ages 13 to 18 | <u>1</u> Ages 19 to 35         |
| <u>1</u> Ages 36 to 55     | <u>      </u> Ages 56 to 65 | <u>      </u> Ages 66 and over |
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities		✓			
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities		✓			
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input type="checkbox"/> Did Not Visit Restaurant					
Cleanliness			✓		
Menu selections		✓			
Prices		✓			
Restaurant staff		✓			
Overall restaurant experience		✓			



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk, or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: Daily
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: \_\_\_\_\_ Adults (21 to 54) 2 Adults (55 and over)  
 \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 75
6. Ethnic background of household:
 

<input checked="" type="checkbox"/> Caucasian/White	<input type="checkbox"/> African-American	<input type="checkbox"/> Asian/Pacific Islander
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Native American	<input type="checkbox"/> Other _____
7. How many people live in your household?
 

_____ Ages 12 and under	_____ Ages 13 to 18	_____ Ages 19 to 35
_____ Ages 36 to 55	_____ Ages 56 to 65	<u>2</u> Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

<input type="checkbox"/> Never	<input type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input checked="" type="checkbox"/> More than 10
--------------------------------	--	---------------------------------------	--	--
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

<input type="checkbox"/> Never	<input type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input checked="" type="checkbox"/> More than 10
--------------------------------	--	---------------------------------------	--	--
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

<input type="checkbox"/> Very likely	<input checked="" type="checkbox"/> Likely	<input type="checkbox"/> Neither likely or not likely	<input type="checkbox"/> Not likely	<input type="checkbox"/> Not very likely
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**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site		✓			
Easy to get to historic site		✓			
Affordable		✓			
Open at good times		✓			

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds		✓			
Well-maintained grounds		✓			
Beauty of landscape and plantings		✓			
Clean facilities		✓			
Well-maintained facilities		✓			
Directional signage inside historic site		✓			
Variety of activities		✓			
Variety of programs & presentations		✓			
Park staff		✓			
Overall park visit		✓			

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

<input type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Cleanliness		✓			
Menu selections			✓		
Prices			✓		
Restaurant staff		✓			
Overall restaurant experience			✓		

# 27

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 12-9-01 10:30 AM
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: ☒ Adults (21 to 54) ☐ Adults (55 and over)  
☐ Children (13 to 18) ☐ Children (12 and under)
4. Gender of person filling out the survey: ☒ Male ☐ Female
5. Age of person filling out the survey: 47
6. Ethnic background of household:
 

<input checked="" type="checkbox"/> Caucasian/White	<input type="checkbox"/> African-American	<input type="checkbox"/> Asian/Pacific Islander
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Native American	<input type="checkbox"/> Other _____
7. How many people live in your household?
 

<input type="checkbox"/> Ages 12 and under	<input type="checkbox"/> Ages 13 to 18	<input type="checkbox"/> Ages 19 to 35
<input checked="" type="checkbox"/> Ages 36 to 55	<input type="checkbox"/> Ages 56 to 65	<input type="checkbox"/> Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

<input type="checkbox"/> Never	<input type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input checked="" type="checkbox"/> More than 10
--------------------------------	--	---------------------------------------	--	--
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

<input type="checkbox"/> Never	<input type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input checked="" type="checkbox"/> More than 10
--------------------------------	--	---------------------------------------	--	--
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

<input checked="" type="checkbox"/> Very likely	<input type="checkbox"/> Likely	<input type="checkbox"/> Neither likely or not likely	<input type="checkbox"/> Not likely	<input type="checkbox"/> Not very likely
---	---------------------------------	---	-------------------------------------	--

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site	✓				
Easy to get to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds	✓				
Well-maintained grounds	✓				
Beauty of landscape and plantings	✓				
Clean facilities	✓				
Well-maintained facilities	✓				
Directional signage inside historic site	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park staff	✓				
Overall park visit	✓				

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
<input type="checkbox"/> Did Not Visit Restaurant					
Cleanliness	✓				
Menu selections	✓				
Prices	✓				
Restaurant staff	✓				
Overall restaurant experience	✓				



date of visit

14:19 Friday, March 22, 2002

## The FREQ Procedure

date	Frequency	Percent	Cumulative Frequency	Cumulative Percent
03/13/2002	3	4.48	3	4.48
03/14/2002	16	23.88	19	28.36
03/15/2002	7	10.45	26	38.81
03/16/2002	3	4.48	29	43.28
03/17/2002	15	22.39	44	65.67
03/18/2002	15	22.39	59	88.06
03/19/2002	8	11.94	67	100.00

Frequency Missing = 3

time of visit

14:19 Friday, March 22, 2002

## The FREQ Procedure

time	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1/0/1900	52	100.00	52	100.00

Frequency Missing = 18

respondent zipcode

14:19 Friday, March 22, 2002

## The FREQ Procedure

homezip	Frequency	Percent	Cumulative Frequency	Cumulative Percent
5156	1	1.49	1	1.49
20191	1	1.49	2	2.99
27502	1	1.49	3	4.48
27612	1	1.49	4	5.97
28025	1	1.49	5	7.46
28112	1	1.49	6	8.96
29401	1	1.49	7	10.45
29402	1	1.49	8	11.94
29405	1	1.49	9	13.43
29406	3	4.48	12	17.91
29407	16	23.88	28	41.79
29412	1	1.49	29	43.28
29414	6	8.96	35	52.24
29435	1	1.49	36	53.73
29445	2	2.99	38	56.72
29449	1	1.49	39	58.21
29456	4	5.97	43	64.18
29464	5	7.46	48	71.64
29483	2	2.99	50	74.63
29485	2	2.99	52	77.61
29609	1	1.49	53	79.10
30060	1	1.49	54	80.60
30521	1	1.49	55	82.09
31406	1	1.49	56	83.58
32571	1	1.49	57	85.07
33810	1	1.49	58	86.57
33860	1	1.49	59	88.06
33935	1	1.49	60	89.55
35083	1	1.49	61	91.04
37040	1	1.49	62	92.54
54096	1	1.49	63	94.03
61771	1	1.49	64	95.52
77062	1	1.49	65	97.01
80134	1	1.49	66	98.51
82070	1	1.49	67	100.00

Frequency Missing = 3



## The FREQ Procedure

vis12_	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	45	64.29	45	64.29
1	11	15.71	56	80.00
2	8	11.43	64	91.43
3	5	7.14	69	98.57
6	1	1.43	70	100.00

Households with visitors between 13 and 18

14:19 Friday, March 22, 2002

## The FREQ Procedure

vis1318	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	63	90.00	63	90.00
1	7	10.00	70	100.00

Households with visitors between 13 and 18

14:19 Friday, March 22, 2002

## The FREQ Procedure

vis1935	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	39	55.71	39	55.71
1	13	18.57	52	74.29
2	15	21.43	67	95.71
3	3	4.29	70	100.00



Households with visitors between ages of 21-54

14:19 Friday, March 22, 2002

## The FREQ Procedure

vis3655	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	30	42.86	30	42.86
1	19	27.14	49	70.00
2	17	24.29	66	94.29
3	1	1.43	67	95.71
4	1	1.43	68	97.14
6	1	1.43	69	98.57
8	1	1.43	70	100.00

## The FREQ Procedure

vis56_	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	49	70.00	49	70.00
1	14	20.00	63	90.00
2	7	10.00	70	100.00

## The FREQ Procedure

gender	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Female	58	85.29	58	85.29
Male	10	14.71	68	100.00

Frequency Missing = 2



# of people in your household under age 12

14:19 Friday, March 22, 2002

## The FREQ Procedure

HH12_	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	47	67.14	47	67.14
1	11	15.71	58	82.86
2	5	7.14	63	90.00
3	6	8.57	69	98.57
4	1	1.43	70	100.00

# of people in your household between 13 and 18

14:19 Friday, March 22, 2002

## The FREQ Procedure

HH1318	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	61	87.14	61	87.14
1	6	8.57	67	95.71
2	3	4.29	70	100.00

# of people in your household between 19 and 35

14:19 Friday, March 22, 2002

## The FREQ Procedure

HH1935	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	41	58.57	41	58.57
1	7	10.00	48	68.57
2	20	28.57	68	97.14
3	1	1.43	69	98.57
4	1	1.43	70	100.00



The FREQ Procedure

HH3655	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	40	57.14	40	57.14
1	14	20.00	54	77.14
2	16	22.86	70	100.00

14:19 Friday, March 22, 2002

The FREQ Procedure

HH5665	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	62	88.57	62	88.57
1	6	8.57	68	97.14
2	2	2.86	70	100.00

14:19 Friday, March 22, 2002

The FREQ Procedure

HH66_	Frequency	Percent	Cumulative Frequency	Cumulative Percent
0	58	82.86	58	82.86
1	6	8.57	64	91.43
2	6	8.57	70	100.00



# of times you visited an SC state park in the last 12 months

14:19 Friday, March 22, 2002

## The FREQ Procedure

visPark	Frequency	Percent	Cumulative Frequency	Cumulative Percent
3 to 5 times	10	14.29	10	14.29
6 to 10 times	6	8.57	16	22.86
More than 10	15	21.43	31	44.29
Never	19	27.14	50	71.43
Once or twice	20	28.57	70	100.00

# of you visited CTL state historic site

14:19 Friday, March 22, 2002

## The FREQ Procedure

visChar	Frequency	Percent	Cumulative Frequency	Cumulative Percent
3 to 5 times	3	4.29	3	4.29
6 to 10 times	5	7.14	8	11.43
More than 10	15	21.43	23	32.86
Never	25	35.71	48	68.57
Once or twice	22	31.43	70	100.00

How likely are you to recommend CTL to a friend

14:19 Friday, March 22, 2002

## The FREQ Procedure

recomm	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Likely	20	28.57	20	28.57
Neither likely or not likely	2	2.86	22	31.43
Not likely	4	5.71	26	37.14
Not very likely	1	1.43	27	38.57
Very likely	43	61.43	70	100.00



## The FREQ Procedure

signto	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Somewhat Dissatisfied	3	4.41	3	4.41
Somewhat Satisfied	18	26.47	21	30.88
Very Dissatisfied	3	4.41	24	35.29
Very Satisfied	44	64.71	68	100.00

Frequency Missing = 2

affordable

14:19 Friday, March 22, 2002

## The FREQ Procedure

afford	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Somewhat Dissatisfie	7	10.45	7	10.45
Somewhat Satisfied	9	13.43	16	23.88
Very Dissatisfied	1	1.49	17	25.37
Very Satisfied	50	74.63	67	100.00

Frequency Missing = 3

open at good times

14:19 Friday, March 22, 2002

## The FREQ Procedure

opentime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Somewhat Dissatisfied	2	2.99	2	2.99
Somewhat Satisfied	14	20.90	16	23.88
Very Dissatisfied	1	1.49	17	25.37
Very Satisfied	50	74.63	67	100.00

Frequency Missing = 3



clean grounds

14:19 Friday, March 22, 2002

## The FREQ Procedure

cleangro	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Somewhat Disa	1	1.49	1	1.49
Somewhat Satis	8	11.94	9	13.43
Very Satisfied	58	86.57	67	100.00

Frequency Missing = 3

clean facilities

14:19 Friday, March 22, 2002

## The FREQ Procedure

cleanfac	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Don't Know	4	6.06	4	6.06
Somewhat Disa	2	3.03	6	9.09
Somewhat Satis	6	9.09	12	18.18
Very Satisfied	54	81.82	66	100.00

Frequency Missing = 4

14:19 Friday, March 22, 2002

The FREQ Procedure

signin	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Somewhat Dissatisfie	3	4.55	3	4.55
Somewhat Satisfied	15	22.73	18	27.27
Very Satisfied	48	72.73	66	100.00

Frequency Missing = 4



## The FREQ Procedure

activity	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Don't Know	1	1.56	1	1.56
Somewhat Dissatisfied	8	12.50	9	14.06
Somewhat Satisfied	14	21.88	23	35.94
Very Dissatisfied	1	1.56	24	37.50
Very Satisfied	40	62.50	64	100.00

Frequency.Missing = 6

## The FREQ Procedure

program	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Don't Know	4	6.35	4	6.35
Somewhat Dissatisfied	5	7.94	9	14.29
Somewhat Satisfied	19	30.16	28	44.44
Very Dissatisfied	3	4.76	31	49.21
Very Satisfied	32	50.79	63	100.00

Frequency Missing = 7

The FREQ Procedure

parstaff	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Don't Know	2	3.08	2	3.08
Somewhat Dissatisfied	3	4.62	5	7.69
Somewhat Satisfied	4	6.15	9	13.85
Very Dissatisfied	1	1.54	10	15.38
Very Satisfied	55	84.62	65	100.00

Frequency Missing = 5



## The FREQ Procedure

parkexp	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Somewhat Dissatisfied	6	9.09	6	9.09
Somewhat Satisfied	9	13.64	15	22.73
Very Dissatisfied	1	1.52	16	24.24
Very Satisfied	50	75.76	66	100.00

Frequency Missing = 4

did not visit theatre

14:19 Friday, March 22, 2002

## The FREQ Procedure

did NotVis	Frequency	Percent	Cumulative Frequency	Cumulative Percent
FALSE	17	24.29	17	24.29
TRUE	53	75.71	70	100.00

cleanliness of theatre

14:19 Friday, March 22, 2002

## The FREQ Procedure

clean	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Don't Know	1	7.14	1	7.14
Somewhat Satisfied	4	28.57	5	35.71
Very Satisfied	9	64.29	14	100.00

Frequency Missing = 56



## The FREQ Procedure

service	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Don't Know	2	14.29	2	14.29
Somewhat Dissatisf	1	7.14	3	21.43
Somewhat Satisfied	1	7.14	4	28.57
Very Satisfied	10	71.43	14	100.00

Frequency Missing = 56

## The FREQ Procedure

staff	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Don't Know	2	16.67	2	16.67
Somewhat Dissatisf	1	8.33	3	25.00
Somewhat Satisfied	1	8.33	4	33.33
Very Satisfied	8	66.67	12	100.00

Frequency Missing = 58

## The FREQ Procedure

A_V	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Don't Know	2	15.38	2	15.38
Somewhat Satisfied	3	23.08	5	38.46
Very Dissatisfied	2	15.38	7	53.85
Very Satisfied	6	46.15	13	100.00

Frequency Missing = 57



## The FREQ Procedure

theatre	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Don't Know	2	15.38	2	15.38
Somewhat Dissatisfied	1	7.69	3	23.08
Somewhat Satisfied	3	23.08	6	46.15
Very Dissatisfied	1	7.69	7	53.85
Very Satisfied	6	46.15	13	100.00

Frequency Missing = 57

## The FREQ Procedure

OutRec	Frequency	Percent	Cumulative Frequency	Cumulative Percent
FALSE	29	41.43	29	41.43
TRUE	41	58.57	70	100.00

14:19 Friday, March 22, 2002

The FREQ Procedure

GenVis	Frequency	Percent	Cumulative Frequency	Cumulative Percent
FALSE	44	62.86	44	62.86
TRUE	26	37.14	70	100.00



## The FREQ Procedure

EduOpp	Frequency	Percent	Cumulative Frequency	Cumulative Percent
FALSE	62	88.57	62	88.57
TRUE	8	11.43	70	100.00

14:19 Friday, March 22, 2002

The FREQ Procedure

Hist Cult Her	Frequency	Percent	Cumulative Frequency	Cumulative Percent
FALSE	40	57.14	40	57.14
TRUE	30	42.86	70	100.00

14:19 Friday, March 22, 2002

The FREQ Procedure

Nat Spac	Frequency	Percent	Cumulative Frequency	Cumulative Percent
FALSE	32	45.71	32	45.71
TRUE	38	54.29	70	100.00



**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 3-13-02 11:30am
2. Your Home Zip Code: 29435
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under 1 Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:**

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site					
Affordable					
Open at good times					

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:**

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds					
Clean facilities					
Directional signage inside park					
Variety of activities					
Variety of programs & presentations					
Park Staff (knowledge, customer service)					
Overall park visit					

**In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:**

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

**Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):**

- ☒ Outdoor Recreation (walk, jog, run, bike)
 ☒ General Visit (No particular reason)
 ☒ Educational Opportunities
 ☒ Interest in history, culture & heritage
 ☒ Interest in nature & open space

**PLEASE ADD COMMENTS HERE:**



**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 3-13-02 10:30 am
2. Your Home Zip Code: 61771
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
1 Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☒ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site			✓		
Affordable		✓			
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park		✓			
Variety of activities			✓		
Variety of programs & presentations			✓		
Park Staff (knowledge, customer service)			✓		
Overall park visit			✓		
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	✓				
Customer Service	✓				
Staff Availability	✓				
Audio/Visual Program		✓			
Overall theatre experience		✓			
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

SHIP ADVENTURE UNAVAILABLE - BQ DISAPPOINTMENT  
 GIFT SHOP CLOSED - COULDN'T BUY SOUVENIRS  
 TRAM DIDN'T SHOW UP - PAID \$3.00 - NO RIDE.  
 D. PERSI AT SNACK BAR TASTED TERRIBLE.  
 QUALITY OF FILM VERY POOR - ALSO BORING.

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

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**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 3/13/02 A.M.
2. Your Home Zip Code: 47904
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
- ☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?
- \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☐ Very likely ☐ Likely ☐ Neither likely or not likely ☒ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable		✓			
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities			✓		
Variety of programs & presentations				very short	
Park Staff (knowledge, customer service)				staffed	
Overall park visit					
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

more appropriate for  
school groups than tourists.



## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3-14-02 2:00 P.m.
2. Your Home Zip Code: 29483
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male ☐ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
 \_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	/				
Affordable	/				
Open at good times	/				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	/				
Clean facilities	/				
Directional signage inside park	/				
Variety of activities	/				
Variety of programs & presentations	/				
Park Staff (knowledge, customer service)	/				
Overall park visit	/				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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Thank you for your time and cooperation.

## SECTION I:

1. Date and time of visit: 2:30 - 3:45 3-14-02
2. Your Home Zip Code: 33735
3. Number of People Visiting Today: 0 Adults (36 to 55) 1 Adults (56 and over)  
     Children (12 and under)      Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
     Ages 12 and under      Ages 13 to 18 1 Ages 19 to 35  
1 Ages 36 to 55 1 Ages 56 to 65      Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site					
Affordable					
Open at good times					
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds					
Clean facilities					
Directional signage inside park					
Variety of activities					
Variety of programs & presentations					
Park Staff (knowledge, customer service)					
Overall park visit					
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

6

## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/14/02 12:56 pm
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 1 Adults (36 to 55)        Adults (56 and over)  
       Children (12 and under)        Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
       Ages 12 and under        Ages 13 to 18 1 Ages 19 to 35  
2 Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times			<del>close too early</del>	✓	STAY OPEN LONGER!
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
<input checked="" type="checkbox"/> Did Not Visit the Theatre	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3-14-02 12:30 pm
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 1 Adults (36 to 55)        Adults (56 and over)  
       Children (12 and under)        Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
       Ages 12 and under        Ages 13 to 18        Ages 19 to 35  
2 Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities		✓			
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

I CAME HERE BEFORE IT WAS A PARK; IT'S SAD TO SEE THE NEED FOR REPAIRS TO THE INTERPRETING CENTER. OTHER THAN THAT, I'M GLAD THAT PEOPLE CAN ENJOY THE NATURAL BEAUTY THAT IS STILL HERE.



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 03/14/02 2:20 PM
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 1 <sup>00PS</sup> Adults (36 to 55) Adults (56 and over)  
Children (12 and under) Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times			✓		
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

Should be open, for outdoor recreation earlier and later, before work hrs, 6AM, post work after 6 in summertime - it's light outside until 9 PM!

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3-14-02
2. Your Home Zip Code: 35683
3. Number of People Visiting Today: 2 Adults (36 to 55)        Adults (56 and over)  
1 Children (12 and under) 1 Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
1 Ages 12 and under 1 Ages 13 to 18        Ages 19 to 35  
2 Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site					
Affordable	✓				
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit					
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/14/02 10:30-12:30
2. Your Home Zip Code: 29406
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
6 Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
 

<input checked="" type="checkbox"/> Caucasian/White	<input type="checkbox"/> African-American	<input type="checkbox"/> Asian/Pacific Islander
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Native American	<input type="checkbox"/> Other _____
7. How many people live in your household?
 

<u>4</u> Ages 12 and under	<u>1</u> Ages 13 to 18	_____ Ages 19 to 35
<u>2</u> Ages 36 to 55	_____ Ages 56 to 65	_____ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

<input type="checkbox"/> Never	<input checked="" type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input type="checkbox"/> More than 10
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9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

<input type="checkbox"/> Never	<input checked="" type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input type="checkbox"/> More than 10
--------------------------------	---	---------------------------------------	--	---------------------------------------
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

<input checked="" type="checkbox"/> Very likely	<input type="checkbox"/> Likely	<input type="checkbox"/> Neither likely or not likely	<input type="checkbox"/> Not likely	<input type="checkbox"/> Not very likely
---	---------------------------------	---	-------------------------------------	--

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓	<del>✓</del>			
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park		✓			
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input checked="" type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



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**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 3/14/02 2:30 PM
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 1 Adults (36 to 55) 1 Adults (56 and over)  
       Children (12 and under)        Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male ☐ Female
6. Ethnic background of household:
- ☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?
- Ages 12 and under        Ages 13 to 18        Ages 19 to 35  
1 Ages 36 to 55        Ages 56 to 65 1 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable		✓			
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park		✓			
Variety of activities		✓			
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/14/02
2. Your Home Zip Code: 30521
3. Number of People Visiting Today: 1 Adults (36 to 55) 2 Adults (56 and over)  
2 Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 2 Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable					
Open at good times					
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds					
Clean facilities					
Directional signage inside park					
Variety of activities					
Variety of programs & presentations					
Park Staff (knowledge, customer service)					
Overall park visit					
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

The staff we encountered was VERY friendly -



## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: March 14, 2002 @ 2:48 PM
2. Your Home Zip Code: 29414
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 4 Ages 19 to 35  
 \_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		X			
Affordable	X				
Open at good times			X		
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	X				
Clean facilities	X				
Directional signage inside park		X			
Variety of activities		X			
Variety of programs & presentations		X			
Park Staff (knowledge, customer service)	X				
Overall park visit	X				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

Work 5-6 days a week. It would be great to have the Park open later one day a week during summer!  
Your Bikes need replaced or some serious repairs!

## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3-14-02
2. Your Home Zip Code: 31406
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) 1 Children (13 to 18) 3 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



<b>In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:</b>					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site					
Affordable					
Open at good times					
<b>In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:</b>					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds					
Clean facilities					
Directional signage inside park					
Variety of activities					
Variety of programs & presentations					
Park Staff (knowledge, customer service)					
Overall park visit					
<b>In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:</b>					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
<b>Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):</b>					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

**PLEASE ADD COMMENTS HERE:**

## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: March 14, 2002 3:30 PM
2. Your Home Zip Code: 33810-3224
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
 

<input checked="" type="checkbox"/> Caucasian/White	<input type="checkbox"/> African-American	<input type="checkbox"/> Asian/Pacific Islander
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Native American	<input type="checkbox"/> Other _____
7. How many people live in your household?
 

_____ Ages 12 and under	_____ Ages 13 to 18	<u>2</u> Ages 19 to 35
_____ Ages 36 to 55	_____ Ages 56 to 65	_____ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

<input type="checkbox"/> Never	<input type="checkbox"/> Once or twice	<input checked="" type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input type="checkbox"/> More than 10
--------------------------------	--	--	--	---------------------------------------
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

<input type="checkbox"/> Never	<input checked="" type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input type="checkbox"/> More than 10
--------------------------------	---	---------------------------------------	--	---------------------------------------
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

<input type="checkbox"/> Very likely	<input type="checkbox"/> Likely	<input checked="" type="checkbox"/> Neither likely or not likely	<input type="checkbox"/> Not likely	<input type="checkbox"/> Not very likely
--------------------------------------	---------------------------------	--	-------------------------------------	--

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site			✓		
Affordable	✓				
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities		✓			
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)			✓		
Overall park visit		✓			
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/14/02 10 AM
2. Your Home Zip Code: 27502
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
 

☒ Caucasian/White

☐ African-American

☐ Asian/Pacific Islander

☐ Hispanic

☐ Native American

☐ Other \_\_\_\_\_
7. How many people live in your household?
 

\_\_\_\_\_ Ages 12 and under

\_\_\_\_\_ Ages 13 to 18

2 Ages 19 to 35

\_\_\_\_\_ Ages 36 to 55

\_\_\_\_\_ Ages 56 to 65

\_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

☒ Never

☐ Once or twice

☐ 3 to 5 times

☐ 6 to 10 times

☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

☒ Never

☐ Once or twice

☐ 3 to 5 times

☐ 6 to 10 times

☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

☐ Very likely

☐ Likely

☐ Neither likely or not likely

☐ Not likely

☒ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable				✓	
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities			✓		
Variety of programs & presentations				✓	
Park Staff (knowledge, customer service)	✓				
Overall park visit			✓		
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: 3/14/02 - 3 PM
2. Your Home Zip Code: 29464
3. Number of People Visiting Today: ☒ Adults (36 to 55) 2 Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
- ☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?
- \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 2 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓	✓			
<i>Should stay open later in Spring + fall + Summer</i>					
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities		✓			
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	✓				
Customer Service	✓				
Staff Availability	✓				
Audio/Visual Program	✓				
Overall theatre experience	✓				
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 14 MAR 2002 <sup>Time</sup> 9.50
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 1 Adults (36 to 55) ☒ Adults (56 and over)  
       Children (12 and under)        Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male ☐ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
       Ages 12 and under        Ages 13 to 18        Ages 19 to 35  
       Ages 36 to 55  Ages 56 to 65  Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: March 15, 2002 Friday 9:16
2. Your Home Zip Code: 32571
3. Number of People Visiting Today: 3 Adults (36 to 55) 1 ☒ Adults (56 and over)  
2 Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
2 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site					
Affordable					
Open at good times					
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds					
Clean facilities					
Directional signage inside park					
Variety of activities					
Variety of programs & presentations					
Park Staff (knowledge, customer service)					
Overall park visit					
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
<input type="checkbox"/> Did Not Visit the Theatre	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



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**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: March 14, 2002, 11 AM
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55)    2 Adults (56 and over)  
\_\_\_\_\_ Children (12 and under)    \_\_\_\_\_ Children (13 to 18)    \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey:    ☐ Male    ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White    ☐ African-American    ☐ Asian/Pacific Islander  
☐ Hispanic    ☐ Native American    ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under    \_\_\_\_\_ Ages 13 to 18    \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55    \_\_\_\_\_ Ages 56 to 65    2 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never    ☐ Once or twice    ☐ 3 to 5 times    ☐ 6 to 10 times    ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never    ☐ Once or twice    ☐ 3 to 5 times    ☐ 6 to 10 times    ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely    ☐ Likely    ☐ Neither likely or not likely    ☐ Not likely    ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE: *You need a speed bump just before the parking lot where the entrance road goes to the left.*



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3-15-02 Early Afternoon
2. Your Home Zip Code: 77062
3. Number of People Visiting Today: 1 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
2 Children (12 and under) \_\_\_\_\_ Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		X			
Affordable	X				
Open at good times	X				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	X				
Clean facilities	X				
Directional signage inside park	X				
Variety of activities	X				
Variety of programs & presentations					X
Park Staff (knowledge, customer service)	X				
Overall park visit	X				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies): <i>historical &amp; nature</i>					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

*Bike rental were great & very reasonable. (price)  
Really enjoyed the trails. GREAT TIME!*



**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

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**Thank you for your time and cooperation.**


**SECTION I:**

1. Date and time of visit: 3/15/02 early afternoon to late afternoon
2. Your Home Zip Code: Houston TX 77062
3. Number of People Visiting Today: 1 Adults (36 to 55)        Adults (56 and over)  
2 Children (12 and under)        Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
2 Ages 12 and under        Ages 13 to 18 1 Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		X			
Affordable	X				
Open at good times	X				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	X				
Clean facilities	X				
Directional signage inside park	X				
Variety of activities	X				
Variety of programs & presentations					X
Park Staff (knowledge, customer service)	X				
Overall park visit	X				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, <u>bike</u> )	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

We had a lot of fun riding the bikes, what a great idea! 



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## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/15 10:30 a.m.
2. Your Home Zip Code: 05156
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) 1 Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male ☐ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
1 Ages 36 to 55 1 Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

## CUSTOMER SATISFACTION SURVEY

**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

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**Thank you for your time and cooperation.**

## SECTION I:

1. Date and time of visit: 3/15 11:30 A
2. Your Home Zip Code: 27612
3. Number of People Visiting Today: 1 Adults (36 to 55) 1 Adults (56 and over)  
0 Children (12 and under) 0 Children (13 to 18) 0 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
- ☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?
- 0 Ages 12 and under 0 Ages 13 to 18 0 Ages 19 to 35  
1 Ages 36 to 55 1 Ages 56 to 65 0 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		X			
Affordable	X				
Open at good times	X				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	X				
Clean facilities	X				
Directional signage inside park	X				
Variety of activities	X				
Variety of programs & presentations		X			
Park Staff (knowledge, customer service)	X				
Overall park visit	X				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	X				
Customer Service					X
Staff Availability					X
Audio/Visual Program				X	
Overall theatre experience			X		
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

Sound system on train poor. Unable to hear presentation.  
 Film quality in theater for 12:30 showing poor - unfocused - faded.



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## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: March 15, 2002
2. Your Home Zip Code: 82070
3. Number of People Visiting Today: 4 Adults (36 to 55) 2 Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park		✓			
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: Friday March 15<sup>th</sup>
2. Your Home Zip Code: 29464
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
1 Children (12 and under) \_\_\_\_\_ Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
 

<input checked="" type="checkbox"/> Caucasian/White	<input type="checkbox"/> African-American	<input type="checkbox"/> Asian/Pacific Islander
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Native American	<input type="checkbox"/> Other _____
7. How many people live in your household?
 

<u>2</u> Ages 12 and under	_____ Ages 13 to 18	<u>2</u> Ages 19 to 35
<u>1</u> Ages 36 to 55	_____ Ages 56 to 65	_____ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

<input type="checkbox"/> Never	<input type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input checked="" type="checkbox"/> 6 to 10 times	<input type="checkbox"/> More than 10
--------------------------------	--	---------------------------------------	---	---------------------------------------
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

<input type="checkbox"/> Never	<input type="checkbox"/> Once or twice	<input checked="" type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input type="checkbox"/> More than 10
--------------------------------	--	--	--	---------------------------------------
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

<input checked="" type="checkbox"/> Very likely	<input type="checkbox"/> Likely	<input type="checkbox"/> Neither likely or not likely	<input type="checkbox"/> Not likely	<input type="checkbox"/> Not very likely
---	---------------------------------	---	-------------------------------------	--

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	X				
Affordable	X				
Open at good times	X				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	X				
Clean facilities					X
Directional signage inside park	X				
Variety of activities					X
Variety of programs & presentations					
Park Staff (knowledge, customer service)		X			
Overall park visit	X				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<del>Did Not Visit the Theatre</del>					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

We have a 2yr old who likes to run,  
see the animals, and climb on the boat.

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/15/02 10:15 AM
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) 1 Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
 \_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 1 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities					
Variety of programs & presentations					
Park Staff (knowledge, customer service)					
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 5/16/02
2. Your Home Zip Code: 29406
3. Number of People Visiting Today: ~~1~~ 1 Adults (36 to 55) 5 Adults (56 and over)  
1 Children (12 and under) 0 Children (13 to 18) 5 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☐ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☒ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under 0 Ages 13 to 18 3 Ages 19 to 35  
0 Ages 36 to 55 0 Ages 56 to 65 0 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	/				
Affordable	/				
Open at good times	/				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	/				
Clean facilities					/
Directional signage inside park	/				
Variety of activities	/				
Variety of programs & presentations					/
Park Staff (knowledge, customer service)					/
Overall park visit	/				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3-16-02 9:15am - 11:30am
2. Your Home Zip Code: 28112
3. Number of People Visiting Today: 1 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
1 Children (12 and under) \_\_\_\_\_ Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
3 Ages 12 and under 1 Ages 13 to 18 2 Ages 19 to 35  
1 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
<input checked="" type="checkbox"/> Did Not Visit the Theatre	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3/16/02 3:30
2. Your Home Zip Code: 29485
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
 \_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☒ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable			✓		
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities		<del>✓</del>			✓
Directional signage inside park		✓			
Variety of activities				✓	
Variety of programs & presentations			✓		
Park Staff (knowledge, customer service)	✓		✓		
Overall park visit			✓		
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

Price is too costly for lack of activities and structural buildings.



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3-17-02 @ 12:30pm ~~X~~
2. Your Home Zip Code: 29414
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
2 Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household: 77773  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	✓				
Customer Service	✓				
Staff Availability	✓				
Audio/Visual Program	✓				
Overall theatre experience	N/A				
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input checked="" type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 1:30 pm
2. Your Home Zip Code: 29456
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) ☒ Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male ☐ Female
6. Ethnic background of household:
 

☒ Caucasian/White

☐ African-American

☐ Asian/Pacific Islander

☐ Hispanic

☐ Native American

☐ Other \_\_\_\_\_
7. How many people live in your household?
 

Ages 12 and under

Ages 13 to 18

☒ Ages 19 to 35

Ages 36 to 55

Ages 56 to 65

Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

☒ Never
 ☐ Once or twice
 ☐ 3 to 5 times
 ☐ 6 to 10 times
 ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

☒ Never
 ☐ Once or twice
 ☐ 3 to 5 times
 ☐ 6 to 10 times
 ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

☐ Very likely
 ☒ Likely
 ☐ Neither likely or not likely
 ☐ Not likely
 ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable			✓		
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: Sun- Mar. 17 1 pm
2. Your Home Zip Code: 29414
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
 

<input checked="" type="checkbox"/> Caucasian/White	<input type="checkbox"/> African-American	<input type="checkbox"/> Asian/Pacific Islander
<input type="checkbox"/> Hispanic	<input type="checkbox"/> Native American	<input type="checkbox"/> Other _____
7. How many people live in your household?
 

_____ Ages 12 and under	_____ Ages 13 to 18	_____ Ages 19 to 35
<u>1</u> Ages 36 to 55	<u>1</u> Ages 56 to 65	_____ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

<input checked="" type="checkbox"/> Never	<input type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input type="checkbox"/> More than 10
---	--	---------------------------------------	--	---------------------------------------
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

<input checked="" type="checkbox"/> Never	<input type="checkbox"/> Once or twice	<input type="checkbox"/> 3 to 5 times	<input type="checkbox"/> 6 to 10 times	<input type="checkbox"/> More than 10
---	--	---------------------------------------	--	---------------------------------------
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

<input checked="" type="checkbox"/> Very likely	<input type="checkbox"/> Likely	<input type="checkbox"/> Neither likely or not likely	<input type="checkbox"/> Not likely	<input type="checkbox"/> Not very likely
---	---------------------------------	---	-------------------------------------	--

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	/				
Affordable	/				
Open at good times	/				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	/				
Clean facilities	/				
Directional signage inside park	/				
Variety of activities	/				
Variety of programs & presentations	/				
Park Staff (knowledge, customer service)	/				
Overall park visit	/				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	/				
Customer Service	/				
Staff Availability	/				
Audio/Visual Program	/				
Overall theatre experience	/				
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/17/8 11:30
2. Your Home Zip Code: 29445
3. Number of People Visiting Today: 6 Adults (36 to 55) 1 Adults (56 and over)  
2 Children (12 and under) 1 Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
2 Ages 12 and under 2 Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3-17-02
2. Your Home Zip Code: 29450
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
3 Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
2 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable		✓			
Open at good times	✓				

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☒ Outdoor Recreation (walk, jog, run, bike)
 ☒ General Visit (No particular reason)
 ☒ Educational Opportunities
 ☒ Interest in history, culture & heritage
 ☒ Interest in nature & open space

PLEASE ADD COMMENTS HERE:

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: Sun. Mar. 17, 10:15 am
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 1 Adults (36 to 55)        Adults (56 and over)  
       Children (12 and under)        Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
- ☐ Caucasian/White      ☐ African-American      ☐ Asian/Pacific Islander  
☐ Hispanic      ☐ Native American      ☒ Other
7. How many people live in your household?
- Ages 12 and under             Ages 13 to 18      2 Ages 19 to 35  
       Ages 36 to 55             Ages 56 to 65             Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☐ Never      ☐ Once or twice      ☒ 3 to 5 times      ☐ 6 to 10 times      ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☐ Never      ☒ Once or twice      ☐ 3 to 5 times      ☐ 6 to 10 times      ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☐ Very likely      ☒ Likely      ☐ Neither likely or not likely      ☐ Not likely      ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3/17/02 @ 10:30
2. Your Home Zip Code: 28025
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
1 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable			✓		
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

Disappointed that the Adventure was not available for tour

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3-17-02 12 pm
2. Your Home Zip Code: 29414
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☐ Female
6. Ethnic background of household:
 

☒ Caucasian/White

☐ African-American

☐ Asian/Pacific Islander

☐ Hispanic

☐ Native American

☐ Other \_\_\_\_\_
7. How many people live in your household?
 

\_\_\_\_\_ Ages 12 and under

\_\_\_\_\_ Ages 13 to 18

2 Ages 19 to 35

\_\_\_\_\_ Ages 36 to 55

\_\_\_\_\_ Ages 56 to 65

\_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

☐ Never

☒ Once or twice

☐ 3 to 5 times

☐ 6 to 10 times

☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

☐ Never

☒ Once or twice

☐ 3 to 5 times

☐ 6 to 10 times

☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

☒ Very likely

☐ Likely

☐ Neither likely or not likely

☐ Not likely

☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓	✗			
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds		✓			
Clean facilities			✓		
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations					✓
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/17/02 12:30 p.m.
2. Your Home Zip Code: 29402
3. Number of People Visiting Today: ~~2~~ Adults (36 to 55) 2 Adults (56 and over)  
       Children (12 and under)        Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
       Ages 12 and under        Ages 13 to 18        Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65 2 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities					✓
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

*Should be a notice Adventure not a park  
Surprised in February that Train was not available for our visitors*



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3-17-02 2p
2. Your Home Zip Code: 30060
3. Number of People Visiting Today: 1 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
 

☒ Caucasian/White

☐ African-American

☐ Asian/Pacific Islander

☐ Hispanic

☐ Native American

☐ Other \_\_\_\_\_
7. How many people live in your household?
 

1 Ages 12 and under

\_\_\_\_\_ Ages 13 to 18

\_\_\_\_\_ Ages 19 to 35

1 Ages 36 to 55

\_\_\_\_\_ Ages 56 to 65

\_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

☐ Never
 ☒ Once or twice
 ☐ 3 to 5 times
 ☐ 6 to 10 times
 ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

☒ Never
 ☐ Once or twice
 ☐ 3 to 5 times
 ☐ 6 to 10 times
 ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

☐ Very likely
 ☒ Likely
 ☐ Neither likely or not likely
 ☐ Not likely
 ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds		✓			
Clean facilities		✓			
Directional signage inside park		✓			
Variety of activities		✓			
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit		✓			

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☒ Outdoor Recreation (walk, jog, run, bike)
 ☒ General Visit (No particular reason)
 ☐ Educational Opportunities
 ☐ Interest in history, culture & heritage
 ☒ Interest in nature & open space

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/17/02
2. Your Home Zip Code: 29464
3. Number of People Visiting Today: 1 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
1 Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
1 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓+				
Overall park visit	✓+				

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☒ Outdoor Recreation (walk, jog, run, bike)
 ☒ General Visit (No particular reason)
 ☐ Educational Opportunities
 ☐ Interest in history, culture & heritage
 ☒ Interest in nature & open space

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

Thank you for your time and cooperation.

## SECTION I:

1. Date and time of visit: 3-17-02 1pm
2. Your Home Zip Code: 29456
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
3 Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
3 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

Continue on Back of Page

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities		✓			
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☒ Outdoor Recreation (walk, jog, run, bike)
 ☐ General Visit (No particular reason)
 ☐ Educational Opportunities
 ☐ Interest in history, culture & heritage
 ☒ Interest in nature & open space

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: weekly
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
2 Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
2 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		<input checked="" type="checkbox"/>			
Affordable	<input checked="" type="checkbox"/>				
Open at good times		<input checked="" type="checkbox"/>			

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	<input checked="" type="checkbox"/>				
Clean facilities	<input checked="" type="checkbox"/>				
Directional signage inside park	<input checked="" type="checkbox"/>				
Variety of activities	<input checked="" type="checkbox"/>				
Variety of programs & presentations	<input checked="" type="checkbox"/>				
Park Staff (knowledge, customer service)	<input checked="" type="checkbox"/>				
Overall park visit	<input checked="" type="checkbox"/>				

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☒ Outdoor Recreation (walk, jog, run, bike)
 ☒ General Visit (No particular reason)
 ☐ Educational Opportunities
 ☒ Interest in history, culture & heritage
 ☒ Interest in nature & open space

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3-17-2002 2:00
2. Your Home Zip Code: 29412
3. Number of People Visiting Today: 1 Adults (36 to 55)        Adults (56 and over)  
2 Children (12 and under) 1 Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
1 Ages 12 and under 2 Ages 13 to 18 1 Ages 19 to 35  
1 Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:**

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:**

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities			✓		
Variety of programs & presentations			✓		
Park Staff (knowledge, customer service)	✓				
Overall park visit		✓			

**In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:**

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

**Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):**

- ☒ Outdoor Recreation (walk, jog, run, bike)
 ☐ General Visit (No particular reason)
 ☐ Educational Opportunities
 ☐ Interest in history, culture & heritage
 ☐ Interest in nature & open space

**PLEASE ADD COMMENTS HERE:**

I don't like the changes lately. Closing the road from the village, the village now (No horses, No 3rd house etc) There was more to do before and the kids liked it more! Thanks

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/17/02 3pm
2. Your Home Zip Code: 29414
3. Number of People Visiting Today: 1 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	/				
Affordable	/				
Open at good times	/				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	/				
Clean facilities	/				
Directional signage inside park	/				
Variety of activities	/				
Variety of programs & presentations	/				
Park Staff (knowledge, customer service)	/				
Overall park visit	/				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: SUNDAY 17<sup>th</sup> MARCH 11 a.m.
2. Your Home Zip Code: 29464
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
1 Children (12 and under) 1 Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under 1 Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park		✓			
Variety of activities					
Variety of programs & presentations					
Park Staff (knowledge, customer service)	✓				
Overall park visit		✓			

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☐ Outdoor Recreation (walk, jog, run, bike)
 ☐ General Visit (No particular reason)
 ☐ Educational Opportunities
 ☒ Interest in history, culture & heritage
 ☐ Interest in nature & open space

PLEASE ADD COMMENTS HERE:

THE ANIMAL FOREST WAS A DISAPPOINTMENT

AS MANY ANIMALS WERE NOT VISABLE E.G. BLACK BEARS  
WOLF. ETC.



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/17/02 3:00pm
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) ☒ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
 

☒ Caucasian/White

☐ African-American

☐ Asian/Pacific Islander

☐ Hispanic

☐ Native American

☐ Other \_\_\_\_\_
7. How many people live in your household?
 

\_\_\_\_\_ Ages 12 and under

\_\_\_\_\_ Ages 13 to 18

\_\_\_\_\_ Ages 19 to 35

\_\_\_\_\_ Ages 36 to 55

\_\_\_\_\_ Ages 56 to 65

\_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

☐ Never
 ☒ Once or twice
 ☐ 3 to 5 times
 ☐ 6 to 10 times
 ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

☐ Never
 ☒ Once or twice
 ☐ 3 to 5 times
 ☐ 6 to 10 times
 ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

☒ Very likely
 ☐ Likely
 ☐ Neither likely or not likely
 ☐ Not likely
 ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	✓				
Customer Service	✓				
Staff Availability	✓				
Audio/Visual Program	✓				
Overall theatre experience	✓				

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☐ Outdoor Recreation (walk, jog, run, bike)
 ☒ General Visit (No particular reason)
 ☐ Educational Opportunities
 ☐ Interest in history, culture & heritage
 ☐ Interest in nature & open space

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

## SECTION I:

1. Date and time of visit: March 18, 2002 at 1pm
2. Your Home Zip Code: 20191
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) 2 Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
- ☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?
- \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 1 Ages 56 to 65 1 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
- ☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
- ☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
- ☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site			X		
Affordable		X			
Open at good times	X				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	X				
Clean facilities	X				
Directional signage inside park	X				
Variety of activities	X				
Variety of programs & presentations	X				
Park Staff (knowledge, customer service)	X				
Overall park visit	X				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					X
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3/18/02 2pm
2. Your Home Zip Code: 29445
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
1 Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☐ Likely ☒ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds		✓			
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities		✓			
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)		✓			
Overall park visit		✓			
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

Need to take down Adventure Ship signs - it's misleading  
& disappointing for kids w/ expectations.



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/18/02 - 11:30
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 2 Adults (36 to 55)        Adults (56 and over)  
1 Children (12 and under)        Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
1 Ages 12 and under        Ages 13 to 18 2 Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		X			
Affordable			X		
Open at good times	X				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	X				
Clean facilities	X				
Directional signage inside park		X			
Variety of activities			X		
Variety of programs & presentations		X			
Park Staff (knowledge, customer service)	X				
Overall park visit		X			
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
<input checked="" type="checkbox"/> Did Not Visit the Theatre	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

needs a playground or more childcentered activities

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: March 18, 2002 9:30
2. Your Home Zip Code: 29405
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:
 

☒ Caucasian/White

☐ African-American

☐ Asian/Pacific Islander

☐ Hispanic

☐ Native American

☐ Other \_\_\_\_\_
7. How many people live in your household?
 

\_\_\_\_\_ Ages 12 and under

\_\_\_\_\_ Ages 13 to 18

\_\_\_\_\_ Ages 19 to 35

\_\_\_\_\_ Ages 36 to 55

\_\_\_\_\_ Ages 56 to 65

\_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?
 

☐ Never

☐ Once or twice

☐ 3 to 5 times

☐ 6 to 10 times

☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?
 

☐ Never

☐ Once or twice

☐ 3 to 5 times

☐ 6 to 10 times

☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?
 

☒ Very likely

☐ Likely

☐ Neither likely or not likely

☐ Not likely

☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	✓				
Customer Service	✓				
Staff Availability	Did not see any staff ☹️				
Audio/Visual Program	✓				
Overall theatre experience	✓				
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

\* Charles Towne Landing is a must for all people. I am thankful that I am able to enjoy the history & beauty of CT Landing. ☺️

\* How fountains could be improved!! ☹️



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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Thank you for your time and cooperation.

### SECTION I:

1. Date and time of visit: 18 MAR 02 1250 hours
2. Your Home Zip Code: 29456
3. Number of People Visiting Today: 1 Adults (36 to 55) 1 Adults (56 and over)  
       Children (12 and under)        Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male ☐ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
       Ages 12 and under        Ages 13 to 18 1 Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65 2 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

Continue on Back of Page

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site				<del>X</del>	
Affordable	<del>X</del>				
Open at good times		<del>X</del>			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	<del>X</del>				
Clean facilities	<del>X</del>				
Directional signage inside park		<del>X</del>			
Variety of activities			<del>X</del>		
Variety of programs & presentations			<del>X</del>		
Park Staff (knowledge, customer service)	<del>X</del>				
Overall park visit			<del>X</del>		
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
<input type="checkbox"/> Did Not Visit the Theatre	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Cleanliness		<del>X</del>			
Customer Service		<del>X</del>			
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: March 18, 2002 11:00 AM - 2:45 PM
2. Your Home Zip Code: 29449
3. Number of People Visiting Today: 2 Adults (36 to 55) 1 Adults (56 and over)  
1 Children (12 and under)        Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
       Ages 12 and under        Ages 13 to 18        Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65 2 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☐ Likely ☐ Neither likely or not likely ☒ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable		✓			
Open at good times		✓			

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds			✓		
Clean facilities			✓		
Directional signage inside park			✓		
Variety of activities			✓		
Variety of programs & presentations				✓	
Park Staff (knowledge, customer service)			✓		
Overall park visit			✓		

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness		✓			
Customer Service			✓		
Staff Availability			✓		
Audio/Visual Program				✓	
Overall theatre experience				✓	

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☐ Outdoor Recreation (walk, jog, run, bike)
 ☐ General Visit (No particular reason)
 ☒ Educational Opportunities
 ☒ Interest in history, culture & heritage
 ☒ Interest in nature & open space

PLEASE ADD COMMENTS HERE:

The Carolina film has deteriorated to the point of embarrassment. at least check the lens & clean the screen.

## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3/18/02 2 pm
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 2 Adults (36 to 55) ☒ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☐ Caucasian/White ☒ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35 None  
 \_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☒ Outdoor Recreation (walk, jog, run, bike)
 ☐ General Visit (No particular reason)
 ☒ Educational Opportunities
 ☒ Interest in history, culture & heritage
 ☐ Interest in nature & open space

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 03/18/02 3:00
2. Your Home Zip Code: 29406
3. Number of People Visiting Today: 8 Adults (36 to 55)        Adults (56 and over)  
3 Children (12 and under) 1 Children (13 to 18) 3 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☐ Caucasian/White ☒ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
3 Ages 12 and under        Ages 13 to 18 2 Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable			✓		
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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Thank you for your time and cooperation.

## SECTION I:

1. Date and time of visit: 4:00 p.
2. Your Home Zip Code: 33860
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
3 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

Continue on Back of Page



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable	✓				
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds		✓			
Clean facilities		✓			
Directional signage inside park			✓		
Variety of activities			✓		
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)		✓			
Overall park visit		✓			
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3-18-02
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 1 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	X				
Affordable	X				
Open at good times	X				

In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	X				
Clean facilities	X				
Directional signage inside park	X				
Variety of activities	X				
Variety of programs & presentations	X				
Park Staff (knowledge, customer service)	X				
Overall park visit	X				

In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:

	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					

Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):

- ☒ Outdoor Recreation (walk, jog, run, bike)
 ☐ General Visit (No particular reason)
 ☐ Educational Opportunities
 ☐ Interest in history, culture & heritage
 ☐ Interest in nature & open space

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/18/02
2. Your Home Zip Code: 29464
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☐ Likely ☐ Neither likely or not likely ☒ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site				✓	
Affordable		✓	✓		
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds		✓			
Clean facilities	✓				
Directional signage inside park			✓		
Variety of activities			✓		
Variety of programs & presentations			✓		
Park Staff (knowledge, customer service)	✓		✓		
Overall park visit			✓		
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 3/18/02 12-5p
2. Your Home Zip Code: 29485
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 2 Ages 19 to 35  
 \_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable		✓			
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park		✓			
Variety of activities		✓			
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	✓				
Customer Service	✓				
Staff Availability	✓				
Audio/Visual Program	✓				
Overall theatre experience	✓				
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3-18-02
2. Your Home Zip Code: 29414 2946A
3. Number of People Visiting Today: 1 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
 \_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☒ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable			✓		
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park		✓			
Variety of activities	✓				
Variety of programs & presentations					
Park Staff (knowledge, customer service)					✓
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE: *NEED TO see the exhibition that Ben is using!*



## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable		✓			
Open at good times		✓			
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds		✓			
Clean facilities		✓			
Directional signage inside park		✓			
Variety of activities	✓				
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)		✓			
Overall park visit		✓			
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness		✓			
Customer Service	✓				
Staff Availability		✓			
Audio/Visual Program		✓			
Overall theatre experience		✓			
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: March 18, 2008 - 10:30 am
2. Your Home Zip Code: 29609
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) ☒ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 ☒ Ages 19 to 35  
 \_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input checked="" type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 19 MAR 2002 1330-1600
2. Your Home Zip Code: 80134
3. Number of People Visiting Today: 2 Adults (36 to 55) ☒ Adults (56 and over)  
       Children (12 and under)        Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male ☐ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
       Ages 12 and under        Ages 13 to 18        Ages 19 to 35  
       Ages 36 to 55 2 Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable		✓			
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds		✓			
Clean facilities		✓			
Directional signage inside park		✓			
Variety of activities		✓			
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness		✓			
Customer Service	✓				
Staff Availability	✓				
Audio/Visual Program		✓			
Overall theatre experience		✓			
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



## CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: MAY 19, 2009
2. Your Home Zip Code: ~~29407~~ 29407
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55)    2 Adults (56 and over)  
    \_\_\_\_\_ Children (12 and under)    \_\_\_\_\_ Children (13 to 18)    \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male    ☐ Female
6. Ethnic background of household:  
☒ Caucasian/White    ☐ African-American    ☐ Asian/Pacific Islander  
☐ Hispanic    ☐ Native American    ☐ Other \_\_\_\_\_
7. How many people live in your household?  
                          \_\_\_\_\_ Ages 12 and under    \_\_\_\_\_ Ages 13 to 18    \_\_\_\_\_ Ages 19 to 35  
                          \_\_\_\_\_ Ages 36 to 55    \_\_\_\_\_ Ages 56 to 65    2 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never    ☐ Once or twice    ☐ 3 to 5 times    ☐ 6 to 10 times    ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never    ☐ Once or twice    ☐ 3 to 5 times    ☐ 6 to 10 times    ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely    ☒ Likely    ☐ Neither likely or not likely    ☐ Not likely    ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities					
Directional signage inside park					
Variety of activities					
Variety of programs & presentations					
Park Staff (knowledge, customer service)					
Overall park visit					
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

MAKE PARK MORE HOSPITABLE  
TO GREATER VARIETY OF BIRDS

## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 19 Mar 02 11:00
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 1 Adults (36 to 55)        Adults (56 and over)  
3 Children (12 and under)        Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
3 Ages 12 and under        Ages 13 to 18 1 Ages 19 to 35  
1 Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times		✓			
<i>will it be open later in summer?</i>					
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities		✓			
Variety of programs & presentations		✓			
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

## SECTION I:

1. Date and time of visit: 3/19/02
2. Your Home Zip Code: 54096
3. Number of People Visiting Today: 4 Adults (36 to 55) ☒ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
 \_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☒ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☒ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site				✓	
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	✓				
Customer Service	✓				
Staff Availability	✓				
Audio/Visual Program	✓				
Overall theatre experience	✓				
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input checked="" type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3/14/2002 2:30 PM
2. Your Home Zip Code: 29483
3. Number of People Visiting Today: 2 Adults (36 to 55)        Adults (56 and over)  
3 Children (12 and under)        Children (13 to 18) 2 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
1 Ages 12 and under        Ages 13 to 18 2 Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65        Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities		✓			
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness	✓				
Customer Service	✓				
Staff Availability	✓				
Audio/Visual Program					✓
Overall theatre experience					✓
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input checked="" type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

## SECTION I:

1. Date and time of visit: 3/19/02 9:30 am
2. Your Home Zip Code: \_\_\_\_\_
3. Number of People Visiting Today: 1 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
1 Children (12 and under) 1 Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
1 Ages 12 and under 2 Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
2 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☒ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		✓			
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park		✓			
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

# CUSTOMER SATISFACTION SURVEY

## South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

### SECTION I:

1. Date and time of visit: 9.00 19 MAR 2002
2. Your Home Zip Code: 29407
3. Number of People Visiting Today: 1 Adults (36 to 55) 1 Adults (56 and over)  
       Children (12 and under)        Children (13 to 18)        Young Adults (19-35)
4. Gender of person filling out the survey: ☒ Male ☐ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other
7. How many people live in your household?  
       Ages 12 and under        Ages 13 to 18        Ages 19 to 35  
       Ages 36 to 55        Ages 56 to 65 1 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input checked="" type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



# CUSTOMER SATISFACTION SURVEY

South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

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**Thank you for your time and cooperation.**

## SECTION I:

1. Date and time of visit: 3/19/02 3:30 pm
2. Your Home Zip Code: 29401
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
3 Children (12 and under) \_\_\_\_\_ Children (13 to 18) 1 Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
3 Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
1 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☒ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**

In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site	✓				
Affordable	✓				
Open at good times	✓				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds	✓				
Clean facilities	✓				
Directional signage inside park	✓				
Variety of activities	✓				
Variety of programs & presentations	✓				
Park Staff (knowledge, customer service)	✓				
Overall park visit	✓				
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:



## CUSTOMER SATISFACTION SURVEY

### South Carolina Department of Parks, Recreation, and Tourism (SCPRT)

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

#### SECTION I:

1. Date and time of visit: 3/19/02
2. Your Home Zip Code: \_\_\_\_\_
3. Number of People Visiting Today: 2 Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
 \_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☒ Female
6. Ethnic background of household:  
☒ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
 \_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
1 Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 1 Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☒ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☒ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site		X			
Affordable	X				
Open at good times	X				
In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds		X			
Clean facilities		X			
Directional signage inside park	X				
Variety of activities		X			
Variety of programs & presentations		X			
Park Staff (knowledge, customer service)	X				
Overall park visit		X			
In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input checked="" type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):					
<input checked="" type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input checked="" type="checkbox"/> Interest in nature & open space	

PLEASE ADD COMMENTS HERE:

see attached letter

# Institute of Public Affairs

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**SOUTH CAROLINA  
STATE SURVEY**

**SPRING 2001**

**SUMMARY FINDINGS FOR THE**

**SOUTH CAROLINA  
DEPARTMENT OF PARKS,  
RECREATION AND TOURISM**

CENTER FOR BIOETHICS

CENTER FOR CITIZENSHIP

CENTER FOR ENVIRONMENTAL POLICY

CENTER FOR HEALTH SERVICES AND HEALTH POLICY RESEARCH

CENTER FOR GOVERNANCE

LEADERSHIP SOUTH CAROLINA

OFFICE OF INTERNATIONAL PROGRAMS

PUBLICATIONS PROGRAM

SURVEY RESEARCH LABORATORY



## **SUMMARY FINDINGS FOR THE SOUTH CAROLINA DEPARTMENT OF PARKS, RECREATION AND TOURISM**

The South Carolina Department of Parks, Recreation and Tourism (PRT) included a series of questions in the Spring 2001 South Carolina State Survey designed to tap a number of issues of concern to the Department. Among these items were the type of public open space that should be a priority for PRT to acquire; the type of trails that should be a priority to acquire or develop; opinions on a plan that would limit the number of visits to certain sites in South Carolina; the number of visits to a South Carolina State Park and the reasons for visiting or not visiting in the past year; satisfaction with State Parks; opinions on increased fees at State Parks; and evaluations of the various roles that the South Carolina State Park Service plays. (A copy of the complete questionnaire used in this study is provided in the Appendix.) This report provides a summary of the findings for this survey. In addition to providing the major findings for the complete sample, comparisons across demographic subgroups are presented in order to identify significant differences in opinion on these issues. Significant differences across subgroups (determined as  $p < .05$ ) are highlighted in bold on the tables. Since several of these items had also been asked in previous State Surveys, cross-time comparisons are presented where appropriate.

### **Priorities for Acquiring and Developing Open Space and Trails**

The first two questions in this set asked respondents: (1) If the state of South Carolina was in the position to acquire or develop public open space, what kind of land do you think should be given priority (to acquire or develop) ... local urban parks, local parks in rural areas, natural heritage sites, cultural heritage sites, trails, or some other type of land? and (2) Trails are used for exercise, solitude, and outdoor enjoyment. If South Carolina was to acquire and develop more land for trails, what type of trails do you think should be given priority (to acquire or



develop) ... walking trails, hiking trails, bicycle trails, horse trails, ATV or motorcycle trails, canoe or kayak trails, or some other type of trails? The results for the question on acquiring or developing public land are presented in Table 1, while those for acquiring and developing land for trails are provided in Table 2.

The results on the question of the type of land that should be given priority if the state were to acquire or develop public open space indicate that the public is fairly divided on this question. Approximately 20% of respondents thought priority should be given to local urban parks, and a similar percentage cited local parks in rural areas as a priority. Slightly less than 15% chose natural heritage sites, and a like percentage named trails as their priority. Following these, 7.4% mentioned cultural heritage sites and 6.4% named some other type of land, such as beaches, lakefronts, land to hunt or fish, open fields, or places for youth to play. Among these respondents, 11.5% said they didn't know what type of land should be given priority, and 3.3% said no type of land should be acquired or developed by the state.

As the data in Table 1 demonstrate, various subgroups of the population have different priorities for the type of land that should be acquired if the state was in the position to develop public open space. A higher percentage of black respondents than whites mentioned urban parks (28.5% to 19.7%) or rural parks (29.0% to 18.0%), while whites were more likely to cite natural heritage sites or trails. Women were more likely than men (25.6% to 16.5%) to name rural parks as a priority, while a slightly higher percentage of men mentioned trails or natural heritage sites. Across age groups, the percentage who said that local urban parks should be a priority increased as age decreased, ranging from 29.1% among those age 18 - 29 to 16.8% for those age 65 or

## Use of South Carolina State Parks

The next set of questions in this survey focused on South Carolina State Parks.

Respondents were asked whether or not they had visited a South Carolina State Park in the last twelve months, what park(s) they had visited, their reasons for visiting a state park, how satisfied they were with their visit, and – if they had not visited a state park – the reason(s) for not doing so. The final question in this section asked respondents if they would support or oppose a fee increase or an admission charge at a particular state park if the fees went directly to that park's maintenance and operation.

When respondents were asked if they had visited a South Carolina State Park in the past twelve months, 63.7% said that they had and 36.3% had not. The follow-up questions on which parks were visited, however, revealed that the South Carolina public is not completely sure of which parks are state parks. A number of responses to this items were not state parks, such as Palmetto Park, James Island Park, Finlay Park, the Pisgah National Forest, Six Flags, Harbison, and Saluda Shoals, and others could not remember the name of the park they had visited. When those individuals who had visited only parks that were not state parks are counted as not having visited a state park in the past twelve months, the percentage who had made such a visit declines to 56.1%. This percentage is substantially higher than the 35.5% who reported having visited a state park in the Spring 1997 South Carolina State Survey.

The breakdown on visits to a state park by demographic characteristics, provided in Table 4, shows that a number of background factors have an effect on whether someone has visited a state park or not. The largest differences are across age groups, with a relatively high percentage of those 18 – 29 (64.6%) and 30 – 45 (65.2%) having visited a state park within the last 12 months. This percentage declines to 54.9% among those age 46 – 64 and to 32.0% for those age

TABLE 4  
VISITED A SOUTH CAROLINA STATE PARK IN THE PAST 12 MONTHS  
BY DEMOGRAPHIC CHARACTERISTICS

	<u>Yes</u>	<u>No</u>	<u>N</u>
<b>TOTAL</b>	56.1	43.9	826
<u>SEX</u>			
Male	59.6	40.4	384
Female	54.0	46.0	415
<u>RACE</u>			
Black	50.9	49.1	220
White	59.1	40.9	543
<u>AGE</u>			
18 - 29	64.6	35.4	181
30 - 45	65.2	34.8	244
46 - 64	54.9	46.1	226
65 and Over	32.0	68.0	125
<u>EDUCATION</u>			
Less than High School	40.7	59.3	108
High School Diploma	54.0	46.0	252
Some College	62.2	37.8	230
College Degree	64.0	36.0	186
<u>INCOME</u>			
Under \$15,000	42.5	57.5	80
\$15,000 - \$29,999	60.2	39.8	128
\$30,000 - \$49,999	54.7	45.3	159
\$50,000 and Over	68.5	31.5	235
<u>TYPE OF AREA</u>			
Urban	56.0	44.0	200
Suburban	57.1	42.9	273
Rural	57.7	42.3	307
<u>REGION</u>			
Upstate	59.2	40.8	331
Midlands	56.5	43.5	253
Lowcountry	52.3	47.7	235



65 or older. Similar differences were found across levels of education, with the percentage who reported visiting a state park in the last 12 months ranging from 40.7% of those with less than a high school education to 64.0% among those with a college degree. Differences by income level indicated that those in the lowest income group (under \$15,000) were least likely to have gone to a state park, while a relatively high percentage of those with family incomes of \$50,000 or more have made such a visit in the past year. A lower percentage of black respondents (50.9%) than whites (59.1%) reported having visited a state park in the past 12 months.

Table 5 presents a list of the number of respondents who reported visiting each state park in the past 12 months. These data demonstrate considerable variation in the percentage of respondents who have visited different parks at least once in the past year. Sesquicentennial and Myrtle Beach are the parks that have been visited by the highest percentage of respondents, followed by Santee and Table Rock. Other parks were visited less frequently, ranging from Paris Mountain, which was visited by 31 respondents, to Rose Hill, Barnwell, Rivers Bridge, and Sadlers Creek, each of which were mentioned by one respondent. Forty-four respondents who said they had visited a state park in the last 12 months could not remember the name of the park.

Those who had been to a South Carolina State Park were also asked about the main reason for their visit. Respondents could provide up to three answers to this question, which are listed in Table 6. These data demonstrate that South Carolinians visit the state's parks for a variety of reasons. The most frequently given reasons for visiting a park are family-related, such as a picnic or cookout (67) or a family gathering or outing (65). Sixty-two respondents mentioned walking or walking trails, and 52 said they went to a state park for general recreational purposes. Other frequently given reasons for visiting a state park included camping, enjoying natural features, relaxation, fishing, hiking, and sightseeing. A variety of other reasons,

TABLE 5  
STATE PARKS VISITED IN THE PAST 12 MONTHS

<u>Park</u>	<u>N</u>	<u>%</u>	<u>Park</u>	<u>N</u>	<u>%</u>
Sesquicentennial	58	12.5	Lake Wateree	9	1.9
Myrtle Beach	53	11.4	Lee	9	1.9
Santee	41	8.8	Little Pee Dee	8	1.8
Table Rock	41	8.8	Baker Creek	7	1.5
Paris Mountain	31	6.6	Jones Gap	7	1.5
Hunting Island	30	6.6	Old Dorchester	7	1.5
Huntington Beach	28	5.9	Hickory Knob	7	1.4
Charlestowne Landing	27	5.8	Woods Bay	6	1.4
Croft	20	4.3	Aiken	5	1.1
Edisto Beach	20	4.3	Oconee Station	5	1.0
Lake Greenwood	18	4.0	Keowee Toxaway	4	1.0
Oconee	16	3.5	Colleton	4	0.8
Dreher Island	15	3.3	Hamilton Branch	4	0.8
Devils Fork	14	3.0	Givhans Ferry	3	0.7
Chester	14	3.0	Redcliffe	3	0.7
Andrew Jackson	14	2.9	Hampton Plantation	2	0.4
Kings Mountain	13	2.9	Calhoun Falls	2	0.3
Caesars Head	12	2.6	Rose Hill	1	0.3
Cheraw	12	2.6	Barnwell	1	0.2
Poinsett	11	2.3	Rivers Bridge	1	0.1
Lake Hartwell	10	2.2	Sadlers Creek	1	0.1
Lake Warren	9	2.0			
Landsford Canal	9	2.0	Don't Know	44	9.5

TABLE 6  
REASONS FOR VISIT TO A SOUTH CAROLINA STATE PARK

<u>Reason for visit</u>	<u>N</u>	<u>%</u>
Picnic/cook-out .....	67	14.8
Family outing; family gathering .....	65	14.3
Walking; walking trails .....	62	13.7
Recreation (unspecified) .....	52	11.5
Camping .....	45	10.0
Enjoy nature; enjoy natural features .....	43	9.5
Relaxation .....	38	8.5
Fishing .....	37	8.2
Hiking .....	34	7.6
Sightseeing; view scenery .....	31	6.8
Field trip; school trip .....	22	4.8
Solitude; to get away .....	21	4.8
Fun; pleasure; wanted to .....	19	4.1
Event; meeting .....	17	3.7
Boating; sailing .....	14	3.0
Go to the beach .....	12	2.7
Historical sites .....	12	2.6
Vacation .....	10	2.2
Proximity; in the area .....	10	2.2
Reunion .....	9	1.9
Bicycling .....	7	1.5
Swimming .....	7	1.3
Take children to playground .....	5	1.2
Birdwatching .....	5	1.1
Horseback riding; horse show .....	4	1.0
Festival .....	4	0.9
Tourist; part of tour .....	4	0.9
Show someone the park .....	4	0.8
Exercise .....	4	0.8
People watching .....	4	0.8
Trails; nature trails .....	3	0.7
Golf .....	3	0.6
Hunting; shooting range .....	3	0.6
Played sports (football, baseball) .....	2	0.5
Ate at a lodge; ate a meal .....	2	0.4
Water park .....	1	0.3
Motorcycling .....	1	0.3
Christmas lights .....	1	0.3
Photography .....	1	0.3
Closest place to get ice cream .....	1	0.3
The theme .....	1	0.3
Exploring .....	1	0.2
Feel protected there .....	1	0.1
No reason .....	2	0.4



ranging from boating to horseback riding, golf, and hunting were given as reasons for visiting a state park.

The question on state park attendance also asked how many times respondents had visited a state park in the past 12 months. Among all respondents, the average number of visits was 2.9, while among only those who had visited a state park in the last year the average number of visits was 5.2.

Those individuals who had not gone to a state park were asked why they had not visited them. Responses to this question, shown in Table 7, also demonstrate that South Carolinians have a variety of reasons for not going to a state park. The most frequently given response – mentioned by about a third of those who had not visited a state park – was that they were too busy or did not have the time. Ten percent said that a physical disability or health problem kept them from going, 5.3% indicated they did not get out much or do much traveling, and 4.7% said that their age limited their visits. Other reasons for not visiting a state park included a need for transportation, the distance of a park from a respondent's home, and a lack of awareness of state parks. In addition, 11 respondents said they were not interested in state parks, 22 indicated that there was no particular reason that they had not visited, and 48 said they "didn't know" why they had not been to a state park in the past 12 months.

Respondents who had been to a state park were asked how satisfied they were with their visit. The results indicate that South Carolinians generally feel positive about their visit: 65.3% were very satisfied, 30.3% were somewhat satisfied, 2.6% were somewhat dissatisfied, and 1.8% were very dissatisfied.

The breakdowns for this question by demographic group are provided in Table 8. Given the overwhelming majority that was satisfied with their visit to a state park, it would be expected

TABLE 7  
REASONS FOR NOT VISITING A SOUTH CAROLINA STATE PARK

<u>Reason for visit</u>	<u>N</u>	<u>%</u>
Not enough time; busy; too busy.....	95	32.3
Physical disability; health problem .....	30	10.0
No particular reason; no reason to go.....	22	7.6
Don't get out much; don't do much traveling .....	16	5.3
Elderly; age limits visits.....	14	4.7
Sites are too far from home .....	12	4.1
Transportation; does not drive.....	11	3.9
Not interested; don't like going.....	11	3.8
Spend leisure time doing other things .....	9	3.0
Spouse ill; taking care of ill family member .....	9	3.0
New to the area.....	8	2.6
Don't know where they are located.....	5	1.5
Go to local community parks .....	4	1.5
No opportunity .....	4	1.3
Live alone; no one to go with.....	3	1.1
Go to out-of-state parks .....	3	1.1
Cost; can't afford it .....	3	0.9
Children are older/no reason to go .....	3	0.9
Weather/too hot.....	3	0.9
Not an outdoors person .....	3	0.9
Don't know much about them .....	3	0.9
Been out of country; been out of state.....	2	0.8
In the military .....	2	0.8
Been to them before .....	2	0.6
Concerns about safety .....	1	0.4
Too crowded .....	1	0.4
Parks don't offer much to do.....	1	0.4
Can't make reservations .....	1	0.4
Most of travel is international .....	1	0.4
Parks not well maintained .....	1	0.3
School does not take us there .....	1	0.2
Don't know .....	48	16.3

TABLE 8  
SATISFACTION WITH VISIT TO A SOUTH CAROLINA STATE PARK  
BY DEMOGRAPHIC CHARACTERISTICS

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>N</u>
<b>TOTAL</b>	65.3	30.3	2.6	1.8	419
<u>SEX</u>					
Male	66.6	29.0	2.6	1.8	339
Female	64.8	31.1	2.3	1.8	314
<u>RACE</u>					
Black	55.5	37.2	3.5	3.8	141
White	68.6	27.8	2.2	1.4	491
<u>AGE</u>					
18 - 29	59.8	36.8	2.2	1.2	152
30 - 45	63.8	29.7	4.5	1.9	252
46 - 64	71.4	25.8	0.6	2.2	185
65 and Over	72.5	25.3	0.0	2.2	50
<u>EDUCATION</u>					
Less than High School	65.5	25.5	5.0	4.0	67
High School Diploma	67.6	29.1	1.1	2.2	183
Some College	61.9	33.4	3.5	1.2	187
College Degree	67.8	28.8	3.5	1.2	204
<u>INCOME</u>					
Under \$15,000	68.0	28.0	4.0	0.0	46
\$15,000 - \$29,999	61.9	36.8	1.3	0.0	111
\$30,000 - \$49,999	60.2	31.2	4.9	3.7	122
\$50,000-and Over	68.6	28.2	1.5	1.7	255
<u>TYPE OF AREA</u>					
Urban	65.8	32.7	1.4	0.0	149
Suburban	66.4	25.9	3.8	3.9	234
Rural	65.1	31.9	1.8	1.1	264
<u>REGION</u>					
Upstate	67.8	28.1	2.8	1.3	278
Midlands	60.9	32.9	3.2	2.9	212
Lowcountry	66.7	31.1	1.0	1.2	173



that a majority of each subgroup would be satisfied with their state park visit, and this is in fact the case. Only one group difference – between blacks and whites – is statistically significant, and this is a result of a higher percentage of “very satisfied” responses among whites (68.6% compared to 55.5% among blacks), and more “somewhat satisfied” responses among blacks. The highest percentage of dissatisfied responses was found among those with less than a high school education, with 5.0% of this group being somewhat dissatisfied and 4.0% being very dissatisfied.

The final item in this set of state park questions tapped respondents’ views on a fee increase or admission charge at state parks. Specifically, respondents were asked, “Would you support or oppose a fee increase or an admission charge at a particular state park if the fees went directly to that park’s maintenance and operation?” Overall, South Carolinians are generally in favor of such plan, with 32.1% indicating they would strongly support it and another 41.2% saying they would support it somewhat; 13.1% opposed this plan somewhat and 13.5% were strongly opposed.

Among the groups examined there was only one statistically significant difference – across age categories – and even the variation across these groups indicated only modest differences (see Table 9). Among age groups, those in the middle categories (30 – 45 and 46 – 64) were more likely to strongly support this plan, while a higher percentage of those in the youngest and oldest age categories supported it only somewhat. In only one group – those with family incomes between \$15,000 and \$30,000 – did more than 30% oppose this plan. Overall, support for a plan for park operation and maintenance through a fee increase or an admission charge has broad support among the South Carolina public.

## Evaluation of the State Park Service

In the final set of questions in the study, respondents were asked to evaluate the various roles that the South Carolina State Park Service plays. For these questions, interviewers read the following statement to respondents:

The South Carolina State Park Service fulfills a number of roles. I'm going to read several of these and for each I'd like for you to tell me if you think the State Park Service is currently doing an excellent job, a good job, a fair job, a poor job, or a very poor job.

Those interviewed were then asked to rate the job that the State Park Service does in outdoor recreation, conservation, education, protecting historic and cultural resources, and protecting natural resources and open space. Results for these five questions for the complete sample are presented in Table 10.

These results demonstrate that the South Carolina public generally rates the job that the State Park Service is doing in these areas positively (either "excellent" or "good") and there is not a great deal of differentiation in the ratings of these various services. For these five services, the percentage of the public who didn't know how to evaluate a service ranged only from 10.7% for protecting natural resources and open space to 13.8% for conservation. If the "excellent" and "good" responses are combined to indicate a positive evaluation of a service, then the percentage of respondents who gave a positive evaluation is 65.0% for protecting historic and cultural resources, 61.2% for protecting natural resources and open space, 57.8% for conservation, 57.5% for outdoor recreation, and 45.4% for education. While education is the service that the public evaluates least positively, only 11.6% thought the State Park Service did a poor job carrying out this role, and only 3.3% rated it as very poor.

The evaluations of these various State Park Service roles among demographic subgroups are provided in Tables 11 through 15. While there are a number of statistically significant

TABLE 10  
EVALUATIONS OF STATE PARK SERVICE ROLES

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don't Know</u>	<u>N</u>
Outdoor Recreation	10.0	47.7	24.0	5.9	0.8	11.5	817
Conservation	12.2	45.6	23.7	3.6	1.2	13.8	815
Education	8.5	36.9	27.5	11.6	3.3	12.1	817
Historic Resources	15.2	49.8	18.6	4.3	0.7	11.3	815
Protecting Open Space	13.6	47.6	21.6	5.9	0.6	10.7	815



TABLE 11  
RATE STATE PARK SERVICE - OUTDOOR RECREATION  
BY DEMOGRAPHIC CHARACTERISTICS

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don't Know</u>	<u>N</u>
<b>TOTAL</b>	10.0	47.7	24.0	5.9	0.8	11.5	817
<u>SEX</u>							
Male	9.9	47.3	24.4	6.2	0.8	11.4	385
Female	10.3	48.4	23.3	6.0	1.0	11.0	417
<u>RACE</u>							
Black	8.7	46.1	25.6	11.9	1.4	6.4	219
White	11.0	48.4	23.6	3.8	0.7	12.5	546
<u>AGE</u>							
18 - 29	8.8	50.3	29.3	5.0	1.7	5.0	181
30 - 45	8.6	49.2	27.9	7.4	0.8	6.1	244
46 - 64	11.8	51.3	19.3	7.5	0.0	10.1	228
65 and Over	12.7	38.9	16.7	4.0	0.8	27.0	126
<u>EDUCATION</u>							
Less than High School	12.7	38.2	26.4	7.3	0.0	15.5	110
High School Diploma	11.5	42.1	24.6	8.7	1.6	11.5	252
Some College	7.9	51.1	27.5	4.8	0.9	7.9	229
College Degree	9.1	60.4	17.6	3.7	0.0	9.1	187
<u>INCOME</u>							
Under \$15,000	9.9	42.0	24.7	11.1	1.2	11.1	81
\$15,000 - \$29,999	16.4	47.7	23.4	7.0	0.8	4.7	128
\$30,000 - \$49,999	9.5	54.4	21.5	6.3	0.0	8.2	158
\$50,000 and Over	8.1	53.4	27.1	3.4	0.4	7.6	236
<u>TYPE OF AREA</u>							
Urban	11.0	49.5	26.0	4.5	0.5	8.5	200
Suburban	9.1	43.1	25.5	6.6	1.5	14.2	274
Rural	10.4	51.9	21.1	7.1	0.3	9.1	308
<u>REGION</u>							
Upstate	9.5	42.3	27.0	7.4	0.9	12.9	326
Midlands	9.6	53.2	23.2	3.6	0.8	9.6	250
Lowcountry	11.1	50.0	20.9	5.6	0.9	11.5	234

TABLE 12  
RATE STATE PARK SERVICE - CONSERVATION  
BY DEMOGRAPHIC CHARACTERISTICS

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don't Know</u>	<u>N</u>
<b>TOTAL</b>	12.2	45.6	23.7	3.6	1.2	13.8	815
<u>SEX</u>							
Male	13.8	45.1	25.0	3.4	2.1	10.7	384
Female	11.0	45.8	23.3	4.1	0.5	15.3	417
<u>RACE</u>							
Black	13.2	40.2	31.1	3.7	2.3	9.6	219
White	12.3	48.9	20.8	3.7	0.7	13.6	544
<u>AGE</u>							
18 - 29	12.7	45.3	27.1	4.4	1.7	8.8	181
30 - 45	11.1	42.2	30.3	5.7	1.2	9.4	244
46 - 64	14.0	52.4	21.8	1.7	0.4	9.6	229
65 and Over	11.0	41.7	13.4	2.4	3.1	28.3	127
<u>EDUCATION</u>							
Less than High School	12.8	42.2	22.0	1.8	0.9	20.2	109
High School Diploma	13.9	39.7	26.6	4.4	2.4	13.1	252
Some College	10.9	47.4	26.5	5.2	0.0	10.0	230
College Degree	11.2	55.6	21.4	2.1	0.5	9.1	187
<u>INCOME</u>							
Under \$15,000	7.6	44.3	19.0	6.3	1.3	21.5	79
\$15,000 - \$29,999	14.1	47.7	25.0	4.7	1.6	7.0	128
\$30,000 - \$49,999	14.6	46.5	30.6	1.9	0.6	5.7	157
\$50,000 and Over	13.1	49.4	22.4	4.2	1.3	9.7	237
<u>TYPE OF AREA</u>							
Urban	10.5	40.5	31.5	4.5	1.0	12.0	200
Suburban	13.9	44.0	21.6	5.1	0.4	15.0	273
Rural	12.3	50.5	22.3	2.3	1.6	11.0	309
<u>REGION</u>							
Upstate	11.3	44.8	23.0	4.3	0.9	15.6	326
Midlands	10.0	51.8	22.5	2.0	0.8	12.9	249
Lowcountry	15.8	39.7	26.1	4.3	2.1	12.0	234

TABLE 13  
RATE STATE PARK SERVICE - EDUCATION  
BY DEMOGRAPHIC CHARACTERISTICS

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don't Know</u>	<u>N</u>
<b>TOTAL</b>	8.5	36.9	27.5	11.6	3.3	12.1	817
<u>SEX</u>							
Male	5.7	39.7	28.8	13.0	2.3	10.4	385
Female	11.5	33.7	26.8	10.5	4.1	13.4	418
<u>RACE</u>							
Black	7.8	38.8	27.4	12.3	6.4	7.3	219
White	9.3	36.1	26.7	12.3	2.0	13.6	546
<u>AGE</u>							
18 - 29	7.2	27.2	35.6	18.3	6.7	0.9	180
30 - 45	8.2	38.5	26.6	15.6	2.0	9.0	244
46 - 64	11.8	41.7	25.4	7.0	3.1	11.0	228
65 and Over	7.1	38.1	23.8	5.6	0.8	24.6	126
<u>EDUCATION</u>							
Less than High School	18.3	34.9	26.6	3.7	0.0	16.5	109
High School Diploma	8.0	39.0	23.5	13.9	3.6	12.0	251
Some College	5.2	36.2	28.8	17.0	4.8	7.9	229
College Degree	7.5	36.6	34.9	7.5	2.7	10.8	186
<u>INCOME</u>							
Under \$15,000	12.3	33.3	28.4	11.1	1.2	13.6	81
\$15,000 - \$29,999	9.4	42.2	26.6	10.9	5.5	5.5	128
\$30,000 - \$49,999	7.0	39.2	31.0	10.1	1.3	11.4	158
\$50,000 and Over	6.4	37.7	30.5	14.8	3.4	7.2	236
<u>TYPE OF AREA</u>							
Urban	7.5	30.3	32.8	13.9	5.0	10.4	201
Suburban	6.9	35.6	26.2	14.2	2.9	14.2	275
Rural	11.0	41.9	26.3	8.4	2.6	9.7	308
<u>REGION</u>							
Upstate	7.7	36.5	25.2	12.0	4.0	14.7	326
Midlands	9.6	37.1	30.7	10.4	3.2	9.2	251
Lowcountry	8.5	37.6	27.8	12.4	2.6	11.1	234



TABLE 14  
RATE STATE PARK SERVICE - PROTECTING HISTORIC AND  
CULTURAL RESOURCES BY DEMOGRAPHIC CHARACTERISTICS

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don't Know</u>	<u>N</u>
<b>TOTAL</b>	15.2	49.8	18.6	4.3	0.7	11.3	815
<u>SEX</u>							
Male	15.1	49.2	18.0	6.0	1.3	10.4	384
Female	15.8	50.6	18.9	2.9	0.2	11.5	417
<u>RACE</u>							
Black	12.3	50.2	21.5	4.1	0.9	11.0	219
White	16.7	50.6	16.4	4.6	0.7	11.0	544
<u>AGE</u>							
18 - 29	13.8	48.1	24.3	5.5	2.2	6.1	181
30 - 45	14.3	53.1	17.1	6.9	0.8	7.8	245
46 - 64	18.3	52.0	18.8	1.7	0.4	8.7	229
65 and Over	15.7	46.5	9.4	2.4	0.0	26.0	127
<u>EDUCATION</u>							
Less than High School	20.0	38.2	19.1	1.8	0.9	20.0	110
High School Diploma	14.2	52.6	17.4	5.5	0.8	9.5	253
Some College	13.0	54.8	20.4	5.2	0.9	5.7	230
College Degree	16.9	50.3	15.3	4.2	0.5	12.7	189
<u>INCOME</u>							
Under \$15,000	11.3	58.8	16.3	2.5	0.0	11.3	80
\$15,000 - \$29,999	18.0	43.8	20.3	8.6	3.1	6.3	128
\$30,000 - \$49,999	22.6	47.2	20.1	2.5	0.6	6.9	159
\$50,000 and Over	13.1	56.1	18.1	4.6	0.4	7.6	237
<u>TYPE OF AREA</u>							
Urban	17.9	48.8	20.4	3.5	1.5	8.0	201
Suburban	14.6	50.7	17.5	5.1	0.0	12.0	274
Rural	15.3	51.0	17.2	4.5	0.6	11.4	308
<u>REGION</u>							
Upstate	11.0	50.0	19.9	6.1	0.3	12.6	326
Midlands	16.1	51.8	17.3	4.0	0.8	10.0	249
Lowcountry	20.5	47.4	18.4	2.1	1.3	10.3	234

TABLE 15  
RATE STATE PARK SERVICE - PROTECTING NATURAL RESOURCES AND  
OPEN SPACE BY DEMOGRAPHIC CHARACTERISTICS

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Don't Know</u>	<u>N</u>
<b>TOTAL</b>	13.6	47.6	21.6	5.9	0.6	10.7	815
<u>SEX</u>							
Male	12.8	48.7	23.2	5.2	1.0	9.1	384
Female	14.6	47.2	19.7	6.7	0.5	11.3	417
<u>RACE</u>							
Black	10.9	44.8	30.3	5.9	0.5	7.7	221
White	15.4	49.0	17.6	6.1	0.9	11.0	545
<u>AGE</u>							
18 - 29	12.2	50.8	24.3	8.3	0.6	3.9	181
30 - 45	15.2	45.5	24.2	7.8	0.4	7.0	244
46 - 64	17.5	53.5	17.1	3.5	0.4	7.9	228
65 and Over	7.9	40.5	19.0	4.8	1.6	26.2	126
<u>EDUCATION</u>							
Less than High School	10.9	46.4	22.7	4.5	0.9	14.5	110
High School Diploma	15.9	45.2	21.0	6.7	0.4	10.7	252
Some College	11.4	52.8	22.3	7.9	0.4	5.2	229
College Degree	15.4	49.5	19.7	4.3	1.1	10.1	188
<u>INCOME</u>							
Under \$15,000	11.3	47.5	20.0	7.5	1.3	12.5	80
\$15,000 - \$29,999	16.4	35.9	32.0	9.4	0.0	6.3	128
\$30,000 - \$49,999	14.4	56.3	21.9	1.3	0.0	6.3	160
\$50,000 and Over	14.8	53.6	18.1	5.5	0.8	7.2	237
<u>TYPE OF AREA</u>							
Urban	13.5	49.0	23.0	6.5	0.5	7.5	200
Suburban	12.8	48.2	19.7	8.4	0.7	10.2	274
Rural	15.6	47.7	21.4	3.9	0.6	10.7	308
<u>REGION</u>							
Upstate	12.9	45.7	20.2	8.9	0.6	11.7	326
Midlands	13.3	49.4	21.3	4.0	0.4	11.6	249
Lowcountry	14.2	48.9	24.5	3.0	0.9	8.6	233

differences in these tables, there is little evidence that any group of South Carolinians evaluates the services provided by the State Park Service either particularly positively or negatively. The most systematic differences across the various evaluations tend to be in the percentage of different groups who said they didn't know how to rate these services. For example, for each of these services the percentage of those age 65 or older who gave a "don't know" response was much higher than that for younger age groups. Across levels of education, those who had not completed high school were more likely to respond "don't know" to these questions, although the differences by level of education were not as great as those across age groups, and for several of these items a higher percentage of white than black respondents answered "don't know."

Beyond these differences in the percentage of "don't know" responses there was little systematic variation in the South Carolina public's ratings of the job currently being done by the State Park Service in these areas. In fact, for each of these items across all subgroups – with two exceptions – the rating most frequently given was "good." The two exceptions were for evaluations of the Park Service's role in education among those 18 – 29 years old and for those living in urban areas. In these two instances, a slightly higher percentage of these groups rated the service as "fair" rather than "good."

Examining the specific services, a higher percentage of respondents with more education rated the job that the State Park Service is doing in outdoor recreation as "good," with the percentage ranging from 38.2% for those with less than a high school education to 60.4% among those with a college degree. Those with a college degree were also more likely to rate conservation as "good" and a higher percentage of whites than blacks (48.9% to 40.2%) rated the area of conservation as good, while more blacks rated it as fair.



Some of the largest group differences were found in the ratings of the Park Service's role in education. A much higher percentage of respondents age 18 – 29 and 30 – 45 rated service in this area as either poor or very poor. Respondents with less than a high school education were more likely to rate education services as excellent, while a higher percentage of those with a college degree rated it as fair. Those living in rural areas were more likely to rate this aspect of service as excellent or good.

There was also a slight tendency for respondents age 45 or younger to rate the service in the area of protecting historic and cultural resources as poor or very poor, although the ratings on this item across all groups are generally very high. On the question of protecting natural resources and open space, a higher percentage of whites rated this aspect of service as excellent or good, while black respondents were more likely to rate it as fair.

### **Summary**

There is no consensus among the South Carolina public as to the type of land that should be given priority for the state to acquire or develop. Residents are divided on this question, with fairly equal numbers believing that priority should be given to local urban parks and local rural parks, and a slightly lower percentage feeling that priority should be given to natural heritage sites or trails.

There is more agreement among South Carolinians as to the types of trails that should be acquired or developed. A majority of the public believes that walking trails should be developed, followed by hiking trails and bicycle trails.

South Carolinians are generally opposed to attempts to limit visits to recreation and tourism sites. Almost two-thirds of those with an opinion on this issue are generally opposed to a plan that would limit visits, and such opposition is particularly prevalent among younger people.

More than half of those surveyed reported that they had visited a South Carolina State Park in the past 12 months. South Carolinians travel to state parks for a wide variety of purposes, but the most frequently given reasons are for family or group-related activities, such as a picnic, a family gathering, or a reunion. Walking, camping, and enjoying nature are also activities that were mentioned by a relatively large number of respondents. The most frequently given reasons for not having visited a state park were not having enough time and a physical disability or health problem. Residents who have visited a state park are generally satisfied with their experience, with 65.3% reporting they were very satisfied and an additional 30.3% being somewhat satisfied.

South Carolinians are generally supportive of a fee increase or admission charge at a state park if these funds would be used for that park's maintenance and operation. Almost a third of these respondents said they would strongly support such a plan, and an additional 41.2% would support it somewhat.

Those interviewed in this study generally evaluated the State Park Service positively. In rating the job of the Park Service in five areas – outdoor recreation, conservation, education, protecting historic and cultural resources, and protecting natural resources and open space – a majority said that each of these services was excellent or good. While there is not a great deal of variation in the public's assessment of these services, evaluations of the way the Park Service is protecting historic and cultural resources are the most positive, while education is rated least positively.

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**RESEARCH PROPOSAL**  
**CERTIFIED PUBLIC MANAGER PROGRAM**

NAME: Terri Cowling-Isham/Ron Fischer Class: 2002 Date: October 25, 2001

ORGANIZATION: South Carolina Department of Parks, Recreation & Tourism

PROPOSED TITLE OF YOUR PROJECT: Customer Satisfaction

What is the problem you wish to investigate? What process would be the most appropriate to measure and report external customer satisfaction of SCPRT programs, operations, and facilities.

WHY is this a problem? SCPRT needs to better manage customer relationships to maintain a high level of satisfaction and loyalty on an on-going basis.

What sub-problems do you need to pursue and what do you hypothesize about each?

Sub-Problem	Hypothesis
1. The first sub-problem is to identify SCPRT customers and define their needs.	1. The first hypothesis is that customers can be identified agency-wide and that their needs can be effectively met.
2. The second sub-problem is to retain existing customers.	2. The second hypothesis is that customer retention is more cost-effective for SCPRT than gaining new customers.
3. The third sub-problem is to devise a methodology to measure customer satisfaction.	3. The third hypothesis is that with standardization of data collection and reporting methods, customer satisfaction can be evaluated on a systematic basis.

Statement of the problem in an affirmative sentence:

The South Carolina Department of Parks, Recreation and Tourism proactively seeks to establish an internal process to measure and report external customer satisfaction and loyalty on an on-going basis, in compliance with Malcolm Baldrige. This process will identify agency customers and their needs; provide strategic direction in winning and retaining customers; and measure customer satisfaction and loyalty over time and competitively.

What information is necessary to test each hypothesis and where and how will this information be available?

Data Needed	Data Availability
1a. Identify existing customers 1b. Define their needs	1a. Existing agency d-bases, internal/external interviews and segment by market or customer type. 1b. Utilize surveys, interviews, focus groups, and customer complaints to define customer needs.
2. Define and establish a procedure for measuring lifetime value of various customers throughout the agency.	2. Examine repeat visitation, referrals, customer loyalty, establish methodology to examine increases in business to South Carolina, and decreases in business with other states.
3. Standardize data collection and reporting methods to ensure consistency and data integrity.	3. Establish internal processes and measures – customized as required to meet customer needs.

What specific management concern does this project address? Compliance with Malcolm Baldrige Criteria (strategic planning, customer focus, information analysis, and process management) in terms of demonstrating improvement trends in customer satisfaction, and a trend in declining customer dissatisfaction.

The research project reaches beyond the scope of eligibility for CPM certification. Over a two-year period, the ultimate purpose is to 1) create a series of standardized Customer Satisfaction models that can be used throughout SCPRT, in order to 2) report external customer satisfaction of SCPRT programs in compliance with Malcolm Baldrige Categories 3 – Customer and Market Focus, and 7 – Business Results.

For the purpose of the joint CPM project (between Terri Cowling-Isham and Ron Fischer) the focus will be to utilize Charles Towne Landing State Historic Site to launch a mini-Customer Satisfaction pilot program. This will allow us to see what worked, what didn't work, and what needs to be tweaked, before we implement phase two.

Submitted by: \_\_\_\_\_  
CPM Candidate

Approved by: \_\_\_\_\_  
Supervisor

Submitted by: \_\_\_\_\_  
CPM Candidate

Approved by: \_\_\_\_\_  
Supervisor

# CHARLES TOWNE LANDING STATE HISTORIC ATTENDANCE BY WEEK

REVENUE WEEK	CALENDAR YEAR 1999	CALENDAR YEAR 2000	CALENDAR YEAR 2001
1	1,753	2,106	1,215
2	934	1,334	1,011
3	2,127	1,705	1,349
4	1,612	1,126	1,133
5	1,096	537	1,170
6	1,642	1,100	1,392
7	1,725	1,222	1,745
8	1,733	4,211	1,795
9	1,865	3,394	1,593
10	2,267	2,592	1,844
11	1,784	3,372	1,739
12	3,474	2,543	2,061
13	4,293	4,065	2,848
14	4,021	3,990	2,488
15	5,382	4,342	3,082
16	3,963	3,417	2,867
17	5,451	5,503	3,148
18	3,906	4,715	2,656
19	5,594	4,807	2,314
20	6,020	4,780	2,674
21	5,537	3,938	3,451
22	4,024	2,646	2,050
23	3,116	2,980	2,361
24	3,090	2,711	1,975
25	3,397	3,041	2,316
26	3,692	2,996	1,594
27 & 28	2,883	3,429	673

REVENUE WEEK	CALENDAR YEAR 1999	CALENDAR YEAR 2000	CALENDAR YEAR 2001
29	3,399	2,946	1,912
30	3,014	2,525	2,248
31	3,460	2,729	1,690
32	2,102	1,748	2,015
33	2,394	2,709	1,156
34	2,254	3,194	1,204
35	1,434	3,598	1,671
36	1,204	2,514	1,872
37	3,057	1,527	1,540
38	3,624	2,622	2,127
39	641	2,955	1,281
40	1,811	1,929	1,945
41	4,131	3,197	2,465
42	4,813	2,328	1,825
43	4,821	1,850	1,584
44	2,782	2,306	2,091
45	2,947	2,415	1,314
46	3,953	1,784	2,453
47	4,245	6,712	2,330
48	4,014	1,945	1,637
49	3,710	1,776	1,261
50	1,864	1,023	
51	1,365	1,030	
52	871	1,131	
53	430	872	
54		733	

**TOTAL VISITATION FOR THE YEAR:**

**154,721**

**142,700**

**92,165**

Weekly attendance gathered from Parkuse Report which is based on Revenue Weeks.



## **Charles Towne Landing State Historic Site Goals and Objectives Calendar Year 2001**

### **GOAL #1 *Leadership and Strategic Planning***

**Serve as Responsible Stewards of the Diverse Natural and Cultural Resources Entrusted to the Management of Charles Towne Landing State Historic Site.**

**Objective:** Utilize the central office staff knowledge to a higher degree to make decisions concerning forestry practices, aquatic weed control, trail repair and biological concerns within the site.

**Objective:** Enhance the psychological, physical and nutritional well being of the zoo's captive animal populations.

**Objective:** Ensure that new habitats provide adequate containment structures to prevent animal emergencies.

**Objective:** Serve as a liaison to connect injured and neglected wildlife with rehabilitation centers licensed by the appropriate state agencies.

**Objective:** Cultivate professional relationships with external conservation and academic institutions.

**Objective:** Develop and implement a five-year archaeology plan.

**Objective:** Continue work toward National Historic Landmark status.

### **GOAL #2 *Customer Focus (Programs and Services)***

**Provide Quality Services To Our Customers.**

- Objective:* Communicate our role as stewards of the site.
- Objective:* Meet or exceed visitor's expectations by providing quality services in every instance of contact.
- Objective:* Improve and increase educational offerings, both passive and active.
- Objective:* Determine the long-term direction of educational activities.
- Objective:* Pursue the research and development of educational materials related to site redevelopment.
- Objective:* Continue to develop and market *Discover Carolina* programs.

### GOAL #3 *Customer Focus (Facilities Development)*

Provide An Aesthetically Pleasing Physical Environment In Parks Through Methods That Complement The Principles of Stewardship and Service

- Objective:* Improve the cleanliness and visual appeal of facilities.
- Objective:* Maintain all facilities to State Park Service standards to provide the level of service expected by the public.
- Objective:* Repairs to facilities will consider existing codes and historic overlays deemed necessary by state and local government and will exhibit a high level of professionalism.
- Objective:* Continue to utilize the site's Landscape Management Plan as a tool for decision-making.
- Objective:* Improve the cleanliness and traversability of trails to include ADA accessibility in appropriate areas.

**GOAL #4** *Information and Analysis*

Manage The Fiscal Resources Of The Park Service In An Efficient And Responsible Manner

*Objective:* Identify and develop plans and standards for the successful operation of the Revenue Section.

*Objective:* Emphasize the knowledge of the site's fiscal operational policies.

*Objective:* Develop a system to monitor and evaluate all revenue related functions on an ongoing basis.

**GOAL #5** *Human Resources & Process Management*

Maximize The Effectiveness Of The State Park Service's Human Resources.

*Objective:* Provide a comprehensive training program.

*Objective:* Retain quality employees through effective supervision, employee recognition, professional development and incentives.

*Objective:* Seek, develop and use labor resources available to the park at no cost from DOC, Charleston County Jails and the Community Service Program.

*Objective:* Utilize volunteer groups as well as individuals to accomplish special projects and augment services provided on the site.



# SC State Park Service Goals and Objectives

## Goal #1 *Leadership and Strategic Planning*

Serve as Responsible Stewards of the Diverse Natural and Cultural Resources Entrusted to the SC State Park Service.

- 1 Objective: Pursue a leadership role in resource management.
- 2 Objective: Enhance, protect and manage State Park Service natural resources.
- 3 Objective: Identify and develop plans, programs and standards for the long term operation of the State Park Service
- 4 Objective: Enhance, protect and manage State Park Service cultural resources.
- 5 Objective: Communicate the Stewardship role of the State Park Service

## GOAL #2 *Customer Focus (Programs and Services)*

Provide Quality Services To Our Customers.

- 1 Objective: Meet or exceed visitors expectations by providing quality park facilities, services, and appropriate recreational opportunities.
- 2 Objective: Provide quality interpretation and education programs that relate to the natural and cultural resources of SC State Parks.
- 3 Objective: Maximize outdoor recreational opportunities consistent with appropriate management of resources.
- 4 Objective: Develop effective mechanisms to disseminate the diversity of opportunities available in State Parks
- 5 Objective: Identify the expectations or needs of customers.

**Objective:** Develop an effective communications program that spreads the message of the mission and services of state parks.

**Objective:** Effectively Market State Parks

### **GOAL #3 Customer Focus (Facilities Development)**

**Provide An Aesthetically Pleasing Physical Environment In Parks Through Methods That Complement The Park Service's Mission Of Stewardship And Service.**

1 **Objective:** Improve the current condition of facilities.

2 **Objective:** Improve the current condition of park grounds.

3 **Objective:** Provide equipment to improve and support park programs.

4 **Objective:** Utilize sustainable design practices.

5 **Objective:** Improve the efficiency of the State Park Service fleet operation.

### **GOAL #4 Information and Analysis**

**Manage The Fiscal Resources Of The Park Service In An Efficient And Responsible Manner.**

**Objective:** Comply with agency directives and other requirements, i.e. GAP.

**Objective:** Develop a fiscal plan that supports the goals of the State Park Service.

**Objective:** Better utilize the Supply Center in the effective operation of the Park Service.

**Objective:** Develop a program to consistently monitor and evaluate the fiscal process.

**GOAL #5: *Human Resources & Process Management***

**Maximize The Effectiveness Of The State Park Service's Human Resources.**

- 1 Objective: Provide a comprehensive training program.
- 2 Objective: To provide an effective career development program.
- 3 Objective: Effectively use Volunteers and State Park Supporters in the mission of the Park Service.



**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by completing this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: \_\_\_\_\_

2. Your Home Zip Code: \_\_\_\_\_

3. Number of People Visiting Today: \_\_\_\_\_ Adults (21 to 54) \_\_\_\_\_ Adults (55 and over)  
\_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Children (12 and under)

4. Gender of person filling out the survey: ☐ Male ☐ Female

5. Age of person filling out the survey: \_\_\_\_\_

6. Ethnic background of household:

☐ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_

7. How many people live in your household?

\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over

8. In the past twelve months, how many times did you visit any South Carolina State Park?

☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10

9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?

☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10

10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?

☐ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

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**In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Directional signage to historic site					
Easy to get to historic site					
Affordable					
Open at good times					

**In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories?**

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Clean grounds					
Well-maintained grounds					
Beauty of landscape and plantings					
Clean facilities					
Well-maintained facilities					
Directional signage inside historic site					
Variety of activities					
Variety of programs & presentations					
Park staff					
Overall park visit					

**In general, how do you rate the Restaurant located in the Plaza Area of Charles Towne Landing State Historic Site?**

<input type="checkbox"/> Did Not Visit Restaurant	VERY SATISFIED	SATISFIED	NEITHER SATISFIED OR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Cleanliness					
Menu selections					
Prices					
Restaurant staff					
Overall restaurant experience					

**CUSTOMER SATISFACTION SURVEY**  
**South Carolina Department of Parks, Recreation, and Tourism (SCPRT)**

**Instructions:** SCPRT and Charles Towne Landing State Historic Site are committed to serving the needs of our customers and partners. In order to help us achieve this goal, we ask for your assistance by having an adult in your party complete this survey. To begin, please provide us with the appropriate information below. Your answers will be completely anonymous. Please return the survey to the survey box at the plaza kiosk or as you exit the site upon your departure.

**Thank you for your time and cooperation.**

**SECTION I:**

1. Date and time of visit: \_\_\_\_\_
2. Your Home Zip Code: \_\_\_\_\_
3. Number of People Visiting Today: \_\_\_\_\_ Adults (36 to 55) \_\_\_\_\_ Adults (56 and over)  
\_\_\_\_\_ Children (12 and under) \_\_\_\_\_ Children (13 to 18) \_\_\_\_\_ Young Adults (19-35)
4. Gender of person filling out the survey: ☐ Male ☐ Female
6. Ethnic background of household:  
☐ Caucasian/White ☐ African-American ☐ Asian/Pacific Islander  
☐ Hispanic ☐ Native American ☐ Other \_\_\_\_\_
7. How many people live in your household?  
\_\_\_\_\_ Ages 12 and under \_\_\_\_\_ Ages 13 to 18 \_\_\_\_\_ Ages 19 to 35  
\_\_\_\_\_ Ages 36 to 55 \_\_\_\_\_ Ages 56 to 65 \_\_\_\_\_ Ages 66 and over
8. In the past twelve months, how many times did you visit any South Carolina State Park?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
9. In the past twelve months, how many times did you visit Charles Towne Landing State Historic Site?  
☐ Never ☐ Once or twice ☐ 3 to 5 times ☐ 6 to 10 times ☐ More than 10
10. How likely are you to recommend Charles Towne Landing State Historic Site to a friend?  
☐ Very likely ☐ Likely ☐ Neither likely or not likely ☐ Not likely ☐ Not very likely

**Continue on Back of Page**



<b>In general, how would you rate the following aspects of your visit to Charles Towne Landing State Historic Site:</b>					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Directional signage to historic site					
Affordable					
Open at good times					
<b>In general, how do you rate the quality of Charles Towne Landing State Historic Site in the following categories:</b>					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Clean, well-maintained grounds					
Clean facilities					
Directional signage inside park					
Variety of activities					
Variety of programs & presentations					
Park Staff (knowledge, customer service)					
Overall park visit					
<b>In general, how do you rate the Theatre located in the Plaza Area of Charles Towne Landing State Historic Site:</b>					
	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
<input type="checkbox"/> Did Not Visit the Theatre					
Cleanliness					
Customer Service					
Staff Availability					
Audio/Visual Program					
Overall theatre experience					
<b>Charles Towne Landing State Historic Site fulfills a number of roles. Please tell us why you visited today (check as many as applies):</b>					
<input type="checkbox"/> Outdoor Recreation (walk, jog, run, bike)	<input type="checkbox"/> General Visit (No particular reason)	<input type="checkbox"/> Educational Opportunities	<input type="checkbox"/> Interest in history, culture & heritage	<input type="checkbox"/> Interest in nature & open space	

**PLEASE ADD COMMENTS HERE:**